



# Claiming Universal Credit

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If you're considering claiming Universal Credit for the first time, get in touch - we can help.



**If you are considering claiming Universal Credit for the first time, we can help.**

**We can support you with:**



- > **Quick questions** - answering queries as you make your own claim
- > **Internet access** - giving you internet and computer access to help make your claim
- > **Support to submit your claim** - setting up email and bank accounts if needed, and working through claim 'to-dos'
- > **Support to first payment** - help to apply for additional financial support and preparing for work coach appointments
- > **Evidence checking** - we can help make sure all your claim evidence is formatted and correct, and print it if needed

## We're here to get you the advice and information you need.

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From advice and information on day-to-day issues, through to detailed support on key specialist topics, we can help.

Our trained team have vast experience offering guidance when it's needed most.

You can always be sure that our support will be free, and that we won't judge you or your circumstances.

No problem is too big or too small, and we'll help in the best way we can.

We are part of the Citizens Advice network in Scotland. Together we're committed to providing the highest possible quality of advice.

All our advisers take part in a thorough **training programme**; we are **regularly audited** to make sure our advice is up to standard; and our team have access to a **national advice information system** so we can give you answers you need, on hundreds of issues.

### Our advice is always:

- > Free
- > Confidential
- > Independent
- > Impartial

## Contact us

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> **In person:** 0131 5105510  
Citizens Advice Edinburgh  
Support available citywide

> **By phone:** 0800 023 2581  
> **Via webchat:** [www.cas.org.uk/helpclaim](http://www.cas.org.uk/helpclaim)

Scottish charity SC038195 and company limited by guarantee SC322401 (Scotland)

Looking for online  
information about  
your rights?

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Try our national info site:  
[www.citizensadvice.org.uk/scotland](http://www.citizensadvice.org.uk/scotland)

