

DWP Central Freedom of Information Team

e-mail: [freedom-of-information-request@dwp.gsi.gov.uk](mailto:freedom-of-information-request@dwp.gsi.gov.uk)

Our Ref: Fol 4330

DATE:6 December

Dear Mr Fletcher,

Thank you for your Freedom of Information request of 15 November 2016. You asked:

*I understand that now universal credit has been introduced in some areas, claimants are being informed that they will be obliged to register with 'GOV.UK Verify' at some unspecified date in the future in order to remain eligible to claim UC.*

*Please confirm the date by which GOV.UK Verify is to become mandatory for universal credit claimants.*

*What provision is being made for claimants who do not wish to register under the GOV.UK Verify scheme?*

## **DWP Response**

GOV.UK Verify is the new way to prove who you are online. It gives safer, simpler and faster access to Government services like claiming Universal Credit.

To be eligible for Universal Credit you must verify your identity. Claimants are asked to do this as part of the Universal Credit claim process, this must be completed before the claimant can be paid.

In Universal Credit full service once the claimant has completed their online claim they are presented with an action to verify their identity online. They can then choose to verify their identity using [GOV.UK Verify](#) and are instructed that this will save them time, rather than coming in for an identity verification interview. If a claimant cannot, or does not wish to verify their identity with [GOV.UK Verify](#) they can choose to book an identity verification interview instead by choosing "I can't verify online".

There is no date from which use of GOV.UK Verify will become mandatory; there will always be other ways for people to access services if we're not able to verify their identity through [GOV.UK Verify](#). However, we do expect [GOV.UK Verify](#) to become the default way to verify your identity with government for those who can. If you are unable to use [GOV.UK Verify](#) currently a face to face process is required which includes providing a range of primary and secondary evidence to prove your identity.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Strategy Fol Team

---

**Your right to complain under the Freedom of Information Act**

If you are not happy with this response you may request an internal review by e-mailing [freedom-of-information-request@dwpgsi.gov.uk](mailto:freedom-of-information-request@dwpgsi.gov.uk) or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF [www.ico.gov.uk](http://www.ico.gov.uk)