

If you call or write to us,
please use this reference:

www.gov.uk

Telephone: 0800 328 9344
Textphone: 0800 328 1344

15 June 2018

Choose an item

Please call us now to accept your claimant commitment

Dear

On we talked about your Universal Credit claim and how you can have the best chance of finding work or earning more. We've listed the things you can do on your claimant commitment.

Your commitment, our support

In return for you accepting and doing the things in your claimant commitment, we help you find and get on in work. This help includes your Universal Credit payment.

You haven't yet accepted your choose an item claimant commitment. To accept it, just call us by – that way you'll get our full support.

DELETE IF THIS IS THEIR FIRST CLAIMANT COMMITMENT

Until you call, you also need to keep doing the things you've agreed in your current claimant commitment.

If you don't call us, your Universal Credit claim will close, so please do get in touch as soon as possible.

Changing your claimant commitment

If you disagree with the things we ask you to do in your claimant commitment, please still call us by this date. We could change your claimant commitment if we agree with what you tell us.

Yours sincerely,
Office manager

To get our full support, including Universal Credit payments, please call 0800 328 9344 to accept your claimant commitment.

If you don't do this by we can't give you this support and **your Universal Credit claim will close.**

In rare cases, such as emergencies, we may be able to give you more time.

How does Universal Credit work?

Universal Credit aims to make work pay by adding to your income until you earn above a certain level. It also provides expert support through your work coach to help you prepare for and move into work, and earn more.

Your work coach will tell you what you need to do to get Universal Credit. If you don't do these things, and we decide you don't have good reason, you'll lose some or all of your Universal Credit payment.

Please let us know straight away if you can't do or haven't done something we've asked you to do. If we decide you have good reason, you won't lose any of your Universal Credit payment.

What if I get a job or other things change?

Please tell us straight away so we can make sure the support you get is based on the latest information. For example, if you're working you may not have to attend interviews with us. And did you know we may be able to pay you Universal Credit even if you're earning?

Equality and diversity

We're committed to treating people fairly, regardless of their disability, ethnicity, sex, sexual orientation, transgender status, marital or civil partnership status, age, religion or beliefs. Please contact us if you have any concerns.

Call charges

Calls to 0800 numbers are free from landlines and mobiles.