

Claimant Commitment - not accepted

Summary

How to proceed when a claimant doesn't accept a Claimant Commitment

Content

If a claimant doesn't accept their Claimant Commitment, they must be advised:

- of the purpose of the Claimant Commitment
- that they (and their partner if they have one) won't be entitled to Universal Credit if they don't accept a Claimant Commitment
- that Universal Credit will inform their partner (if they have one) that they have not accepted a Claimant Commitment and that neither will be entitled to Universal Credit if the claimant doesn't accept a Claimant Commitment

The claimant is advised that their claim will be closed and they will receive no more payments of Universal Credit. They will then have to claim again, and they will still have to accept a Claimant Commitment.

The claimant now enters the 5 working day 'cooling-off' period.

The claimant must be informed that it is their responsibility to contact Universal Credit during this period if they wish to accept their Claimant Commitment or request a second opinion. Failure to do so will result in their claim/joint claim being terminated. See Claimant Commitment – cooling-off period.