

*happy about. I do not want to share my personal history with all and*

*Can you advise please? Can I claim universal credit and use a paper journal?  
use the online journal?*

*As part of being on universal credit, do I have to share my personal  
world?"* 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 4480

DATE: 15<sup>th</sup> November 2017

Dear Jeff Smith,

Thank you for your Freedom of Information request of 18 October 2017. You asked:

*'It has been stated by the DWP that calls to the Universal Credit helpline will now be free of charge. I ask in what circumstances the DWP will now refund those existing Universal Credit claimants, many of whom have incurred considerable expense telephoning the Universal Credit Helpline, in order to start their claim, or to resolve administrative difficulties in regard to it ?'*

**DWP response:**

The Department has no plans to refund customers contacting the department before the helpline becomes a 0800 number.

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

Yours sincerely,

DWP Strategy Fol Team

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