

# Maintaining the claim

Claimants must be supported to move their claim online where appropriate because of the advantages this provides.

The reason for the claim being made by phone will be recorded by the agent who takes the initial call from the claimant and will be shown in the claimant history to assist with tailoring claimant support appropriately.

Any notifications or notes must still be entered in the journal as normal, but the agent must also consider what other methods of contact to use. This also applies to claimant to-dos.

All notifications (letters) from the Resources section in Universal Learning added to the claimant's journal must be posted to the claimant.

Agents must **not** create any locally produced notifications. This is so that the claimant can take any required action and are made aware of when they have appeal rights against a decision.

The monthly award statement must be posted to the claimant. To prompt this action, a 'Print and post statement' to-do will be generated when the statement is produced. This will be located in the 'Payments due' section of the agent dashboard.