

Citizens Advice - Adviceline

For help claiming Universal Credit, call Help to Claim on 0800 144 8 444

Our dedicated Help to Claim service can support you in the early stages of your Universal Credit claim, from the application through to your first payment.

For any other issues, call our Adviceline for free on: 0808 278 7822

Open Monday to Friday 09:00 – 17:00

Relay UK – if you can't hear or speak on the phone, you can type what you want to say: 18001 then 0800 3309 047

You can use Relay UK with an app or a textphone. There's no extra charge to use it. Find out how to use Relay UK on the Relay UK website.

What we do for you

You will speak to one of our advisers for a short interview, where they will explore your problem and assess what your advice needs are. If you need further help we may book you an appointment or refer you to a specialist.

How we help

Our Advisers will research your options, and look at possible outcomes of different courses of action so we can help you to make informed decisions. We use up-to-date information in order to give you the best and most accurate advice.

Our staff and volunteers are trained and able to assist you on most issues including:

- Debt
- Welfare Benefits
- Housing
- Employment
- Family and personal matters
- Taxes
- Consumer issues
- Money and Credit
- Healthcare
- Education

- Immigration and nationality



consulting | support | employment support | advice | family | benefits | debt | housing | legal help |
consumer advice | citizens advice | immigration

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0808 278 7822



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