



# Universal Credit: James's experience



James loses his  
job. He goes  
to **GOV.UK** and  
checks if he  
can claim  
**Universal Credit.**



James is eligible  
and fills out his  
**Universal Credit**  
claim form on  
**GOV.UK.**



James gets a phone call from his **Jobcentre to agree a time** for his interview. He receives a **text message later to confirm the time.**



James goes to his interview, taking with him **proof of his identity** and other documents needed for his claim.



At the interview  
**James accepts his  
Claimant Commitment  
and signs it.** This  
is the record of the  
responsibilities that  
he has accepted in  
return for getting  
Universal Credit.



James **begins looking for work.**

He gets help and advice on jobsearch, budgeting and other issues, and registers on Universal Jobmatch.



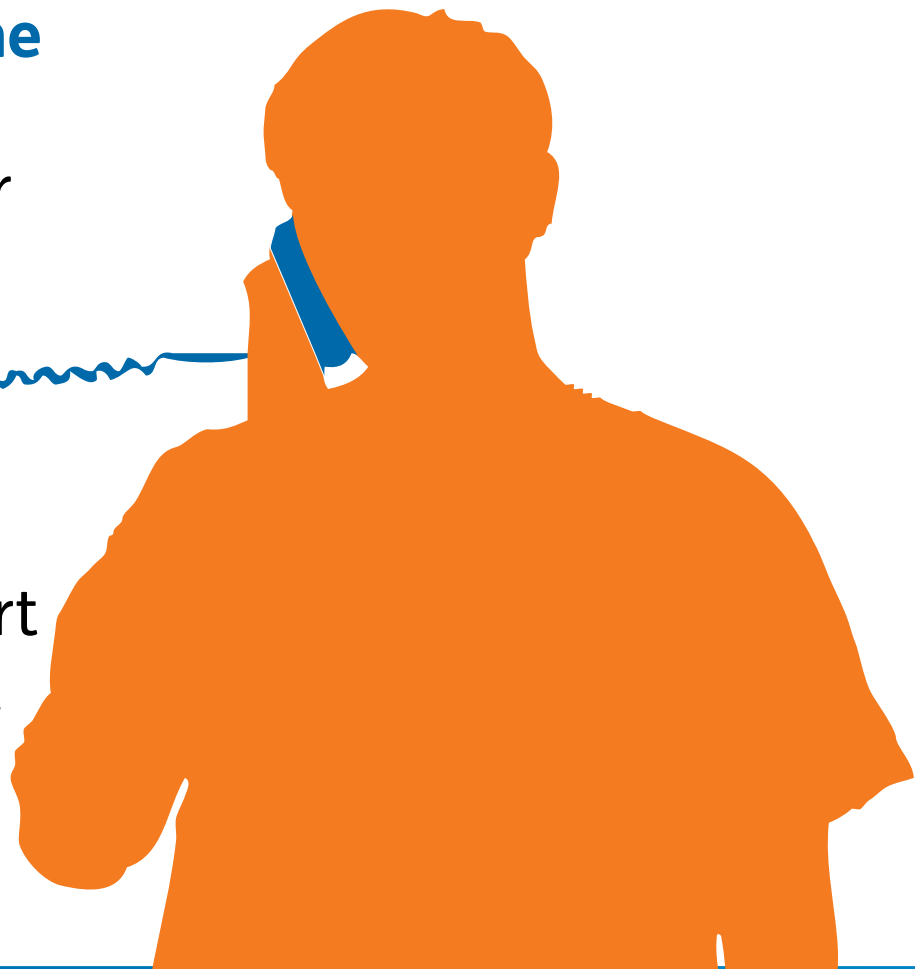
James receives **a letter in the post**  
**confirming** his claim has been accepted.  
He will receive payments every month  
whilst he is claiming Universal Credit.





James **finds a part-time job**. Universal Credit means that he is better off in work.

He **calls the Universal Credit helpline** to report his new circumstances.



James is offered overtime. He accepts as he knows that **with Universal Credit there are no limits to the hours he can work.** He will be better off for every extra hour he works.



Universal Credit began in **April 2013**  
and is being introduced gradually  
across the country.

For more information visit  
[www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)