**Assistance with Universal Credit Claims**

Claimants who don’t need support but want to use computers can attend the Job Centre offices and use their computers between Monday to Friday 9am to 5pm

Claimants who need help with a claim can be referred to the Job Centre Plus support sessions

Advisors should to email the appropriate Job Centre Plus staff (below) with

* clients name
* clients telephone number
* national insurance number
* State which day/session they are going to attend.

**Poplar Jobcentre Plus:** 13 Dod Street , E14 7EP

Escalation process : [AKTAR.KHAN1@DWP.GSI.GOV.UK](mailto:AKTAR.KHAN1@DWP.GSI.GOV.UK)

Referral process: [JUHEL.ULLAH@DWP.GSI.GOV.UK](mailto:JUHEL.ULLAH@DWP.GSI.GOV.UK)

Referral day and times: Tuesday 10.00 – 12.00, Thursday 10.00 – 12.00

**City Tower Jobcentre:** 13 West Tenter St, E1 8DT  
  
Escalation and Referral process: [Ibrahim.Butt@dwp.gsi.gov.uk](mailto:Ibrahim.Butt@dwp.gsi.gov.uk)

Referral day and times: Monday 10.00- 12.00, Wednesday 10.00 – 12.00

**Alternatively claimants can make telephone claims, someone in Job Centre Pluse will go through the claim and do it over the phone:**

Telephone: **0345 600 0723**.  
Textphone: **0345 600 0743**

Monday to Friday, 8am to 6pm.  
At time of writing calls to this number can cost up to 9p a minute from a landline, or between 8p and 55p a minute from a mobile but the universal credit helpline WILL be made free by the end of 2017