

Migrating to Universal Credit:

When to act if you're claiming a legacy benefit

If you are claiming a legacy benefit you will not be automatically moved onto Universal Credit and you will need to take action to continue receiving your payments. This applies to everyone and you will not have a choice on whether you are migrated to Universal Credit.

- 1 Do not apply for Universal Credit before you receive your migration notice or you will lose your transitional protection.
- 2 Once you receive your migration notice letter you can begin your claim for Universal Credit. You will be provided with a deadline for making a claim, which will be at least 3 months away from the day that the notice was issued.
- 3 If you do not apply for Universal Credit before the deadline, your legacy benefit payments will stop and you will lose your transitional protection. However, if you apply within 1 month of the deadline your payments will be automatically backdated to the deadline day and transitional protection will apply.
- 4 If you do not apply for Universal Credit within the migration period your benefit will stop and you lose transitional protection.



What is Universal Credit?

Universal Credit is a payment to help with your living costs. It's paid monthly and you may be able to get it if you're on a low income, out of work or you cannot work.

What are legacy benefits?

Universal Credit will replace the following legacy benefits: Housing Benefit, Income-related Employment and Support Allowance (ESA), Income-based Jobseeker's Allowance (JSA), Child Tax Credit, Working Tax Credit, and Income Support.

What is transitional protection?

Transitional protection helps with your move to Universal Credit and means you can get a transitional protection payment added to your Universal Credit entitlement if you currently receive more from your previous tax credits or legacy benefits. It should stop you from being 'worse off' on Universal Credit.

Help to Claim Universal Credit with Citizens Advice

Citizens Advice has a dedicated Help to Claim service that can support you in the early stages of your Universal Credit claim to work out if you can get Universal Credit, fill in the Universal Credit application, prepare for your first Jobcentre appointment and check your first payment is correct. Contact us at:

Freephone: 0800 144 8 444 (8am - 6pm, Monday to Friday)

Webchat: www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim



Scan this QR Code with the camera on your smartphone to read more about Universal Credit migration.



Citizens Advice Kensington and Chelsea:
Registered company number [03174842](#)
Registered charity number [1057195](#)

Scan this QR Code with the camera on your smartphone to find out how to access our services.

