

### **Benefits tips**

- Claim as soon as you can so that you don't lose money
- If you have a good reason why you didn't claim earlier, you may be able to have your benefit backdated for up to 3 months – seek advice
- Claim forms can be long and complicated – ask for help if you have trouble filling them in
- If you don't have all the information you need for a claim, don't put off making the claim, ask if you can provide it later
- If claiming by phone, or querying a claim by phone is a problem for you ask someone for help
- Whenever you contact a benefits agency make a note of the date, name of who you spoke to and what happened
- If you don't have a bank account, open one so your benefits can be paid in
- Always ask for receipts for forms and information
- If your circumstances change, e.g. if you start or stop work, are moving in with someone, wages go up etc then tell anyone who is paying your benefits. If you don't you may end up with an overpayment later on.