

Jobseekers Claim

(following a reconsideration request on ESA decision)

- If your ESA claim finished less than a month ago you **have** to claim on the phone.
- If more than one month ago, you need to claim online. www.gov.uk/jobseekers-allowance/how-to-claim
- Everybody is encouraged to claim on line.

Claim line number: **0800 055 6588**

- You will be directed through the telephone systems via key pad numbers. You will be advised to claim on line and that on line claims are prioritised.
- If you state that you use a computer, or have friends or family who do and can assist, you will be directed to claim on line.
- If you don't have a computer you will be directed to libraries or to the job centres.
- The Job Centres are supposed to offer help with making the claim, and Job Centres have computers which are available for any jobseeker to use.

As far as we know, there are no dedicated staff to help, just the 'meet and greet' staff who may be busy with other people. They say that they will try to help but they may not be able to take people through the whole form. ***But note:*** -

Discretion in terms of assistance to complete etc. should take into account eg. Mental health issues, homelessness, visual impairment etc.

- If help is needed to make a claim at the Job centre it would make sense to try and make an appointment:-
- In order to try and arrange an appointment you will need to telephone: - 0845 606 0234 and ask for an appointment for assistance at your local Job Centre e.g Purley Job Centre, Thornton Heath Job Centre, Dingwall Road, Croydon Job Centre

NB . If an appointee is claiming for somebody it cannot be done on line.