



17 December 2018

Dear Colleague

In my first few weeks as the Secretary of State for work and Pensions I have seen first-hand the good work that the Department does across the country, supporting the most vulnerable in our society. During the festive period it is even more important that people receive the money and support that they are entitled to. In the run up to Christmas we're ensuring that anyone who claims or needs to claim Universal Credit knows who to contact, what they need to do and what support is available.

For those making a new claim for Universal Credit advances of up to 100% are available. All advances are paid within 3 working days, with payments to those in need processed on the same day. Applications for Universal Credit can be made online, over the phone or in a jobcentre throughout the festive period.

Over the Christmas period some working claimants could have two monthly paydays, which will not affect the continuity of a claim if the below actions are followed.

With thanks to the Financial Secretary to the Treasury we have worked with HMRC and employers to ensure that they are aware of the actions they need to take to reflect an employee's earnings. This will ease the reporting burden on claimants so that the amount they receive is not reduced.

Where this hasn't happened a claimant should reapply within 7 days to ensure no reduction in what they receive. Re-application requires claimants to update existing information; this can be done by confirming a reclaim in their online account, or by calling our Freephone number (details included in Annex A).

**The Rt Hon Amber Rudd MP**  
**SECRETARY OF STATE FOR WORK AND PENSIONS**

## Annex A:

The arrangements for when claimants will be paid over Christmas as well as contact details, including the Freephone number, are available here on gov.uk - <https://www.gov.uk/universal-credit/how-youre-paid>

Our opening arrangements are also on gov.uk - <https://www.gov.uk/contact-jobcentre-plus/christmas-and-new-year-opening>

Payment schedule over Christmas:

<b>When your payment is due</b>	<b>When you'll be paid (except Universal Credit)</b>	<b>When Universal Credit will be paid</b>
Monday 24 December 2018	Friday 21 December 2018	Monday 24 December 2018
Tuesday 25 December 2018	Friday 21 December 2018	Monday 24 December 2018
Wednesday 26 December 2018	Friday 21 December 2018	Monday 24 December 2018
Thursday 27 December 2018	Thursday 27 December 2018	Thursday 27 December 2018
Friday 28 December 2018	Friday 28 December 2018	Friday 28 December 2018
Saturday 29 December 2018	Friday 28 December 2018	Friday 28 December 2018
Sunday 30 December 2018	Friday 28 December 2018	Friday 28 December 2018
Monday 31 December 2018	Monday 31 December 2018	Monday 31 December 2018
Tuesday 1 January 2019	Monday 31 December 2018	Monday 31 December 2018