

Claim closure and re-claims

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Introduction

Claim closure is an important process on Universal Credit. Claims are closed for a number of reasons but the common factor is that the claimant is no longer receiving Universal Credit payments. Reasons for considering closing a claim include where a claimant:

- hasn't accepted their Commitment within 7 days
- hasn't booked their Initial Evidence Interview
- hasn't done annual verification
- has re-claimed but not booked First Commitment meeting
- withdrew their claim
- moved abroad
- [passed away](#)
- [suffered bereavement](#) of:
 - partner
 - child
 - person for whom they were the carer
 - non-dependants in some circumstances
- moved in to full time education
- [is in legal custody or prison](#)
- [moved to Northern Ireland](#)
- [failed to book initial interview or attend the interview](#)
- [failed their Habitual Residency Test](#)
- [didn't accept their Commitment](#)
- failed to provide evidence
- failed to review their details

- has been matched to an incorrect NINO
- [has capital over £16,000](#)
- isn't eligible or entitled (new claim)
- has their claim suspended for 30 days
- has a nil award due to earnings

These are examples, not a full list.

Nil award due to earnings – these are shown in auto-calc but there is no prompt to alert the agent to close the claim. Claims should be closed when the claimant has a nil award due to earnings.

Before closing the claim

There are checks to conduct making sure the claim should be closed:

- has the claimant accepted their Commitment?
- for failed to book initial evidence interview claims, are there 7 days since the date of declaration?
- were the appointment details correct on BookingBug?
- has there been a mandatory reconsideration?
- does a duplicate claim exist?
- is there a history of complex needs?
- is there a recent journal entry to explain the circumstances?

These are examples, not a full list.

If there is a journal entry, checks should be made to see whether the claimant has made contact. If there is an appointment, depending on the circumstances, the appointment can remain booked and the claim remains open.

Closing the claim

If the claim should be closed, all outstanding appointments must be cancelled. The claimant should receive a decision notification that the claim has been closed, including consideration of appeal rights. A journal note entry is added to this effect.

Duplicate accounts (claims)

If there is more than one active UCFS account with a matching national insurance number registered on CIS a prompt will be sent to check both accounts. Where the duplicate account was an error, the older of the live accounts should remain live. If fraud is suspected then a fraud referral must be made.

Re-claims

A claimant can re-claim Universal Credit within 6 Assessment Periods (APs) of their award ceasing (from the beginning of the first AP where the award was

zero) without having to make a full [new claim](#). This makes it easier to claim Universal Credit and reduce the time it takes to receive a payment following claim closure. [See re-claims guidance](#).

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