

Full Service relocation cases

First published: 15 July 2016 (version 1)

Last updated: 16 January 2017 (version 3)

Contents

[Background](#)

[Commitments review](#)

[Transfers from a Universal Credit Live Service office to a Full Service office](#)

Background

If a claimant moves out of a postcode area where the Full Service is delivered into a postcode area where it is not, they will remain on Universal Credit Full Service. The Universal Credit Full Service office (not the new parent office) still owns the account.

Offices in Northern Ireland are currently delivering legacy benefits. If a claimant moves to Northern Ireland they will need to make a claim to the relevant legacy benefit.

Commitments review

The claimant's Commitments must to be reviewed because a change of address may mean a change of circumstances which needs to be taken into consideration for their Commitments and conditionality requirements.

[See FUN 57 for more details.](#)

Transfers from a Universal Credit Live Service office to a Full Service office

If a claimant moves from a Live Service office to a Full Service office, they will remain on Live Service until they are migrated to the Full Service. [See Transfers Hub.](#)

[Back to contents](#)

