

Full Service relocation claims

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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.

Commitments review

The Commitment 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.

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 and relocations.