

Claimant lists

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Claimant lists are a tool, agents can use, to identify, support, and manage their claimant caseload. Numerous lists can be created but they must be kept up to date.

Naming Claimant lists

Even though claimants cannot see these lists, they can request all their personal information held in their Universal Credit account.

It is important when naming a list, it:

- is clear, concise, and free of jargon or text speak
- uses recognised abbreviations only
- does not contain defamatory information
- makes it easy for others to identify the purpose of the list
- meets the requirements of the 'General Data Protection Regulation'