

MESSAGE FROM DEPARTMENT FOR WORK AND PENSIONS

Universal Credit payment arrangements over the Christmas and New Year period.

Universal Credit customers will receive their payment within their usual 7-day payment period, following the Assessment Period End (APE) date although for customers where the 7th day is a bank holiday then payments will be made earlier.

It is important for us to confirm to customers there will be no delays in receiving their payments over the festive period.

Our payment arrangements this year are slightly different to other benefits as all benefits are advanced as follows:

- *customers expecting a payment on 22, 25, 26 and 27 December will be paid on 22 December*
- *customers expecting a payment on 29 December and 1 January will be paid on 29 December*
- *customers in Scotland expecting a payment on 2 January will be paid on 29 December*

Universal Credit customers will be paid on the same date in the month that they would usually expect to get paid except where the clearing banks are closed. **UC customers will be paid as follows:**

- UC payments due by 23, 24, 25 & 26 December paid no later than 22 December
- UC payments due by 30, 31 December & 1 January will receive payment no later than 29 December

UC is usually paid 7 days after the APE date however, for vulnerable customers, payments can be made by Faster Electronic Payment in case of an emergency or where there is hardship/vulnerability declared by the customer.

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