

Referrals for  
callbacks



**AdminHull@hull-eastridingcab.org.uk**

Signposting



### Adviceline

03444 111 444 (local rate)  
Or webchat [Online here](#)  
Or emailing [e-advice@hull-eastridingcab.org.uk](mailto:e-advice@hull-eastridingcab.org.uk)

### Universal Credit

0800 144 8 444 (freephone)  
Or webchat [Online here](#)

#### Wide ranging advice including:

- Employment issues
- Furloughed workers
- Entitlement to SSP
- Benefit delays and sanctions
- Money problems/budgets
- Mandatory Reconsiderations
- New PIP enquiries
- Housing issues
- Travel cancellations and refunds

#### Specialist Caseworker Service including: Debt Advice

- Dealing with creditors
  - Requesting a temporary hold on recovery action
  - Bailiff advice
  - Negotiating repayments
  - Understanding liability
  - Insolvency options
- #### Benefit casework
- Help with mandatory reconsiderations
  - Benefit appeals
  - Tribunal representation

#### Advice and assistance with:

- Checking if you are eligible for Universal Credit
- Making a new claim for Universal Credit
- Enquiries relating to ongoing universal credit
- Help managing a digital claim
- Advice on income replacement benefits

citizens  
advice

Hull &  
East Riding

Self help information also available at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)