

Citizens Advice

Citizens Advice is the national consumer advice service. They give telephone and online information. They provide advice and resources to help you with problems such as energy debt, benefits, legal issues, consumer rights, complaints, health, and more. They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

If you need more local information or a face to face appointment, contact your local Citizens Advice [Citizens Advice Newcastle \(CAN\)](#).

They run the Universal Credit Help to Claim Service.

Last updated: February 28, 2025

Telephone: 0808 223 1133

Telephone note: Consumer helpline

Website: www.adviceguide.org.uk

Helpline: 0800 144 8 444

Help to Claim Universal Credit

Textphone: 03444 111 445

Opening Hours: Advice line Monday to Friday 9am to 5pm
Closed public holidays

Cost: Free

Address:
Citizens Advice
3rd Floor North
200 Aldersgate
London
EC1A 4HD

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