

## Claim Carer's Allowance Online

### Customer Adviser Desk-aid

#### Some benefits of using the Digital service to make a claim

- Customers get a decision quicker than by post
- Available 24 hours a day 7 days per week
- Only takes around 20 minutes to complete
- Easy completion on a mobile phone or tablet

#### What happens after the claim is sent?

The online claim is received in the Carer's Allowance Unit as soon as it is sent. A letter will be sent to the person being cared for to let them know a claim by someone caring for them has been made. The customer will get an email if they include their email address in their application.

#### What if customer needs help?

There's a Helpline number on the site if the customer needs help with their application.

#### Where can carers access this Service?

Customers living in England, Scotland or Wales visit [www.gov.uk/apply-carers-allowance](http://www.gov.uk/apply-carers-allowance)

Customers living in Northern Ireland visit [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

#### Or find us on twitter:

[@carersDWP](https://twitter.com/carersDWP)



#### Report a Change of Circumstances

[www.gov.uk/carers-allowance-report-change](http://www.gov.uk/carers-allowance-report-change)