
STATUTORY RULES OF NORTHERN IRELAND

2016 No. 220

The Universal Credit, Personal Independence
Payment, Jobseeker's Allowance and
Employment and Support Allowance (Claims and
Payments) Regulations (Northern Ireland) 2016

PART 2

Claims

Making a claim for a jobseeker's allowance by telephone

22.—(1) Except where a person is required to attend in accordance with regulation 18, or where the Department in any case directs that the claim must be made in writing in accordance with regulation 20, a claim for a jobseeker's allowance may be made by telephone call to the telephone number specified by the Department where such a claim falls within a class of case for which the Department accepts telephone claims or in any other case where it is willing to do so.

(2) A claim made by telephone in accordance with paragraph (1) is properly completed if the Department is provided during that call with all the information required to determine the claim and the claim is defective if not so completed.

(3) Where a telephone claim is defective, the Department must advise the person making it of the defect and of the effect on the date of claim of the provisions of regulation 23.

(4) If the person corrects the defect so that the claim then satisfies the requirements of paragraph (2) and does so within one month, or such longer period as the Department considers reasonable, of the date it first drew attention to the defect, the Department must treat the claim as if it had been properly made in the first instance.