



Shared Sunderland

Case study – Sunderland Bangladeshi International Centre

A Client came to the Sunderland Bangladeshi International Centre and needed help regarding his universal credit. He needed an advance pay due to the living crisis, he was struggling to pay for his bills, food etc and his wife suffers from a long-term illness. The Client couldn't speak English and had difficulty in understanding us, even though we spoke the same language, eventually we were able to access his universal credit journal, where we wrote a message regarding his advance payment. The client also wanted to change his bank details which was done successfully in his journal however his wife was required to confirm the change. This was a problem as the client had his wife's login details and she was not present to confirm them, and he had forgotten her password. After two failed attempts, we were reluctant to try again as we might block the account. We told the client to return back when he has the correct details and to bring his wife's along for consent. The next day the client returned saying he hasn't received the advance payment and to make sure the bank details has changed, so we explained to him advance payments take a few days to go through. To reassure the client we phoned universal credit to confirm that the bank details were changed. Few days later the client returned to let us know that he has received his advance payment and it was only possible with our support. He was very thankful.