

[Press release: Final DWP customer telephone lines become free](#)

This follows the [announcement in October 2017](#) that all customer telephone lines would be free to call by the end of the year.

Work and Pensions Secretary of State David Gauke said:

People can access support online and our Jobcentre Plus work coaches can also provide help accessing our benefits and services. But we also understand that at times people may need to speak to someone on the telephone.

We want this process to be as accessible as possible and that's why we have made all DWP customer telephone lines Freephone numbers.

The introduction of Freephone numbers started with Universal Credit helplines on 29 November 2017 and was completed when the final set of numbers were introduced on 21 December 2017.

Press Office

Caxton House
Tothill Street
London
SW1H 9NA

London Press Office (national media and London area enquiries only – not questions about personal claims) 020 3267 5144

Out-of-hours (journalists only) 076 59 108 883

England and Wales (local media enquiries) 029 20 586 then 097 or 098 or 099

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