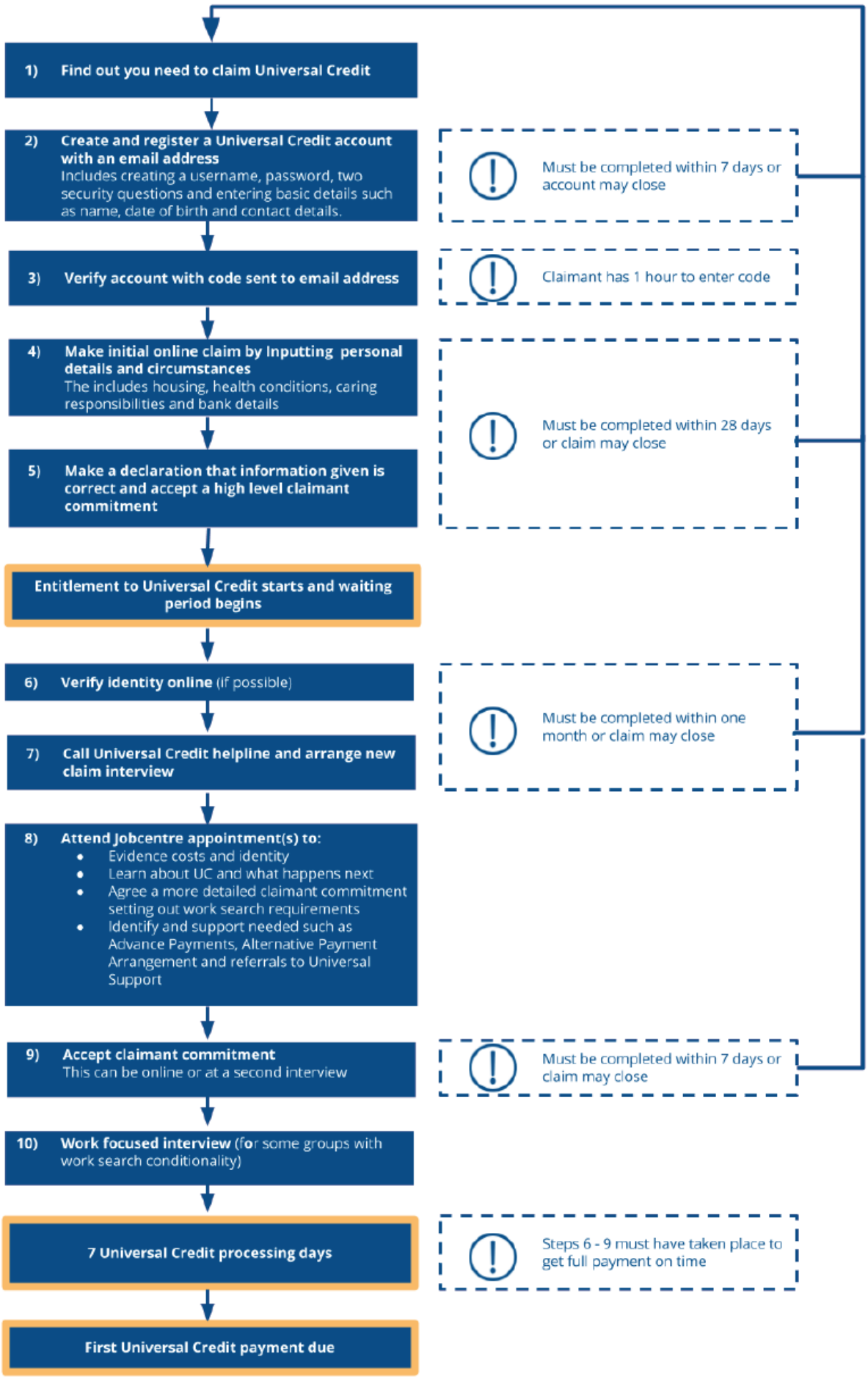Universal Credit Claim Process