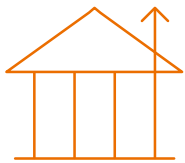# STREAMLINE BENEFIT PROCESSING TO EASILY REACH THOSE WHO NEED HELP MOST

NEC

With Citizen Access -Benefits (CA-B), citizens can apply for Housing Benefit and Council Tax Reductions online, 24/7. With simple forms, full integration to NEC Benefits and the ability to upload evidence from smartphones, the process is fast and efficient for citizens and councils alike.

MAKING IT EASIER TO CLAIM

Citizen Access - Benefits (CA-B) allows citizens to make claims at any time, whenever is convenient to them. By only asking relevant questions to an individual's circumstance, the application is shorter and simpler. And if they miss a mandatory field, the system will prompt them to complete the section before submitting the form. So you get the full picture in real-time, without having to chase for gaps in information.

What's more, CA-B has sophisticated address matching functionality which dramatically reduces manual intervention. Any inconsistencies are automatically highlighted for review, so your teams can process applications faster and more accurately.

- Simple questions and on-screen help reduce the need for citizens to contact the council

- Evidence can be easily uploaded from any device

- Online forms can be saved by the citizen and retrieved at a later date

- Dedicated screens in NEC Benefits display a summary of all forms submissions

- Search facilities enable data to be filtered by date range and claim type

- Optional eligibility checker and link to Xantura Risk Based Verification
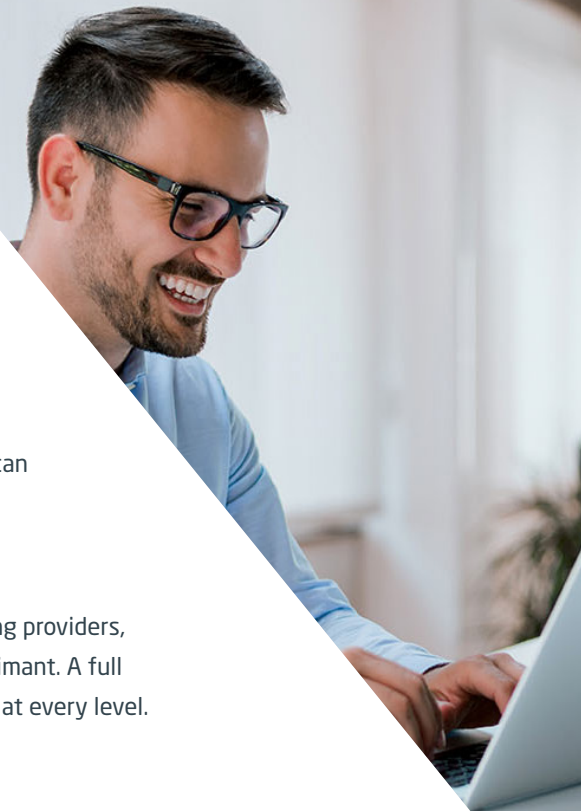
SIMPLIFYING CHANGES IN CIRCUMSTANCES

Once the citizen has been authenticated by Citizen Access - Benefits, they can easily notify you of a change in circumstances or a change of address. If required, they are prompted to provide additional information, such as evidence of a change in income or rent. The new details are updated directly into NEC Benefits, so your staff can check the data and re-calculate the claim without any re-keying of data.

WORKING TOGETHER FOR YOUR CITIZENS

Trusted organisations can also be given access to Citizen Access – Benefits. So housing providers, charities or a council's customer service staff can complete forms on behalf of the claimant. A full audit record of who has completed the forms is saved, so you can track engagements at every level.
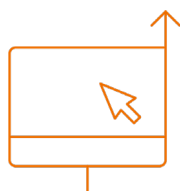
MAKING THE DATA WORK FOR YOU

A PDF summary is automatically generated and shared at the end of a form submission. Both the citizen and staff have access to the details, including highlighted elements like backdating requests. And citizens can log in for a simple claim summary online, so they don't need to call you for an update.

With the additional option of e-notifications, citizens can see a full history of their notification letters. So when their claim has been calculated, for example, they can log in and access information like the first payment date. What's more, you don't have to worry about printing and postage costs for each transaction.

And with no need for scanning and printing, there are easy cost reductions. Every year, around 322,000 citizens read their benefit letters online saving authorities £390k a year in postage and letter production costs.

Speed up new claims and changes in circumstances	Improved information quality	Reduction in letter production and postage costs

For more information on the services NEC Software Solutions offers visit our website **necsws.com** or get in contact with us at **revsandbens@necsws.com**