

# Benefit Buddy Instructions

## What is Benefit Buddy?

Benefit Buddy helps people write or improve benefits applications. It helps people explain their situation more clearly and check wording before sending forms or letters. It can be used alone or together with a supporter.

## What you need?

You need a phone, tablet, or computer with internet access. You need the Advokit website (<https://www.advokit.uk/benefit-buddy>). You do not need special software or an account.

## Step 1: Start Benefit Buddy

Go to the Advokit website and click Benefit Buddy. The chat screen will open. You will see a box to type and a Send button.



**Advokit**

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## Step 2: Answer the starting questions

Benefit Buddy will ask a small number of questions. These include the benefit you are applying for, the stage of your claim, your main health conditions, and how these affect you day to day. These questions help Benefit Buddy give more relevant support.

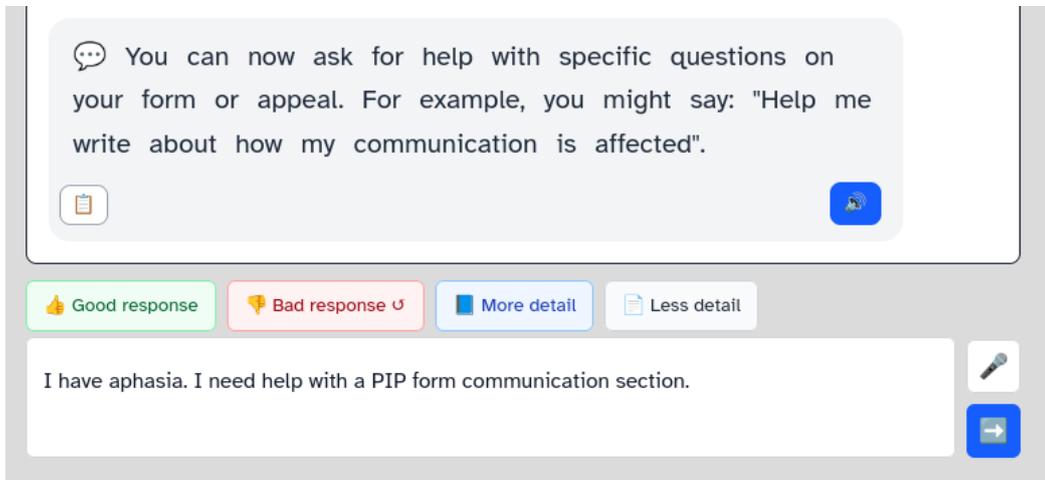
Which disability benefit are you applying for (e.g. PIP, ESA, Universal Credit, other)?

Good response Bad response More detail Less detail

Type your answer here...

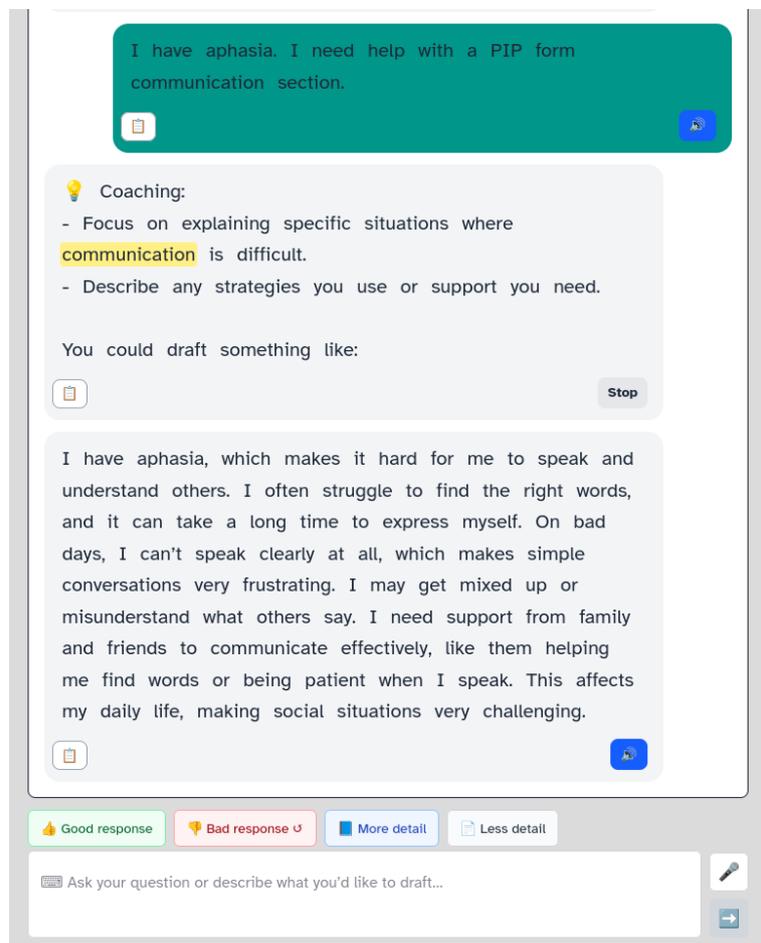
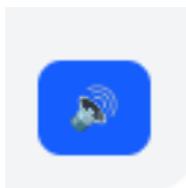
### Step 3: Ask for help

Type a short message explaining what you want help with. You can use full sentences, keywords, or bullet points. You can also use speech-to-text if it helps. Examples: Help me write about my walking difficulties. I have aphasia. I need help with a PIP form communication section.



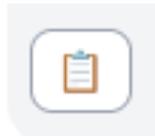
### Step 4: Read and listen to the response

Benefit Buddy will reply with clearer wording, suggested sentences, or short explanations. It will often suggest text you can copy into your application. You can read the response slowly or listen using the Read Aloud button. Take your time.



### Step 5: Improve and use the text

You can ask Benefit Buddy to change the response. For example, you can ask for simpler words, more or less detail, or a more formal tone. When you are happy, copy the text and paste it into a form, document, email, or letter. You are always in control of the final wording.



### Using Benefit Buddy together

Benefit Buddy can be used in therapy sessions or joint writing tasks. Supporters can help with typing, reading, and choosing which version feels right. It can help build confidence, but it does not replace professional judgement.

### Important notes

Benefit Buddy does not give legal advice. Always check text before submitting forms. Share personal information carefully.

### Tips for people with aphasia

Short messages are okay. One idea at a time works best. You can ask Benefit Buddy to slow things down, simplify language, or repeat information. There is no right or wrong way to use Benefit Buddy.