



HM Revenue  
& Customs

# Tax Credits

Help us to help you get it right



**Tax credits are flexible and change when your life changes. So tell us straight away if something does change. Here are some tips to help.**

## **Tell us as things change**



We base your tax credits on:

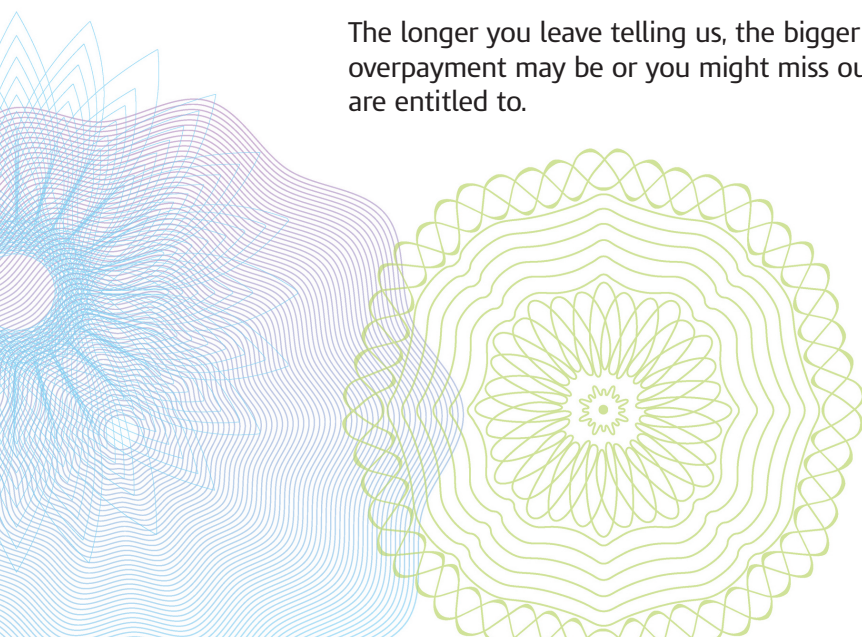
- your family circumstances
- your income
- your hours of work
- the childcare you pay for.

So if any of these things change, you need to tell us.

Tell us straight away if:

- you start or stop work
- your income goes up or down
- you start or stop living with a partner
- your childcare costs go up or down
- a child leaves full-time education.

The longer you leave telling us, the bigger any overpayment may be or you might miss out on money you are entitled to.





## Check your award notice

Each time you receive an award notice, use the checklist that comes with it to help you to make sure it is correct. Tell us straight away if anything is wrong, missing or incomplete.

If you don't, and the information we have used to work out your award is not right:

- you may not get all the money you are entitled to, or
- you may build up an overpayment that you have to pay back.

## Renew your claim each year

We ask you to renew your claim each year.

If you don't renew your claim by 31 July each year:

- your payments will stop, and
- you will have to pay back all the money you have had since 6 April.

If you don't check the information we send you, keep your records up-to-date and renew before the deadline, you could build up an overpayment that you have to pay back.

## Getting in touch

Telephone 0845 300 3900, or visit [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

Our helpline is open from 8.00am to 8.00pm every day (except Christmas Day, Boxing Day, New Year's Day, and Easter Sunday)



Louise worked 25 hours a week and was receiving tax credits. When she increased her hours to 30 hours a week she didn't let us know. Because people who are working 30 hours or more are entitled to extra money, Louise missed out on over £400 she would have been entitled to if she had told us.



Imran and Mehrun have a son called Yusuf. They get extra money to help with Yusuf's childcare. When his grandmother started to look after him one day a week, the childcare they paid dropped. Imran and Mehrun forgot to tell us which meant that we were paying them too much. They accrued an overpayment of nearly £400 which had to be paid back.



Thomasz, Olga and their daughter, Inita, get extra money to help pay towards Inita's childcare. Inita moved to a new nursery and the cost of her childcare dropped. Olga contacted us straight away to let us know and we recalculated their award. Thomasz and Olga are still better off than they would be without tax credits.

