



Tax credits formal request for information

You have not given us the information we asked for to support your tax credits claim.

What will happen if you do not contact us

It is very important to provide the information we need. We urge you now to provide it, or to tell us about any difficulties you might have getting it.

If you do not send this information we can ask an independent Appeals Tribunal to charge you a **penalty of up to £300**.

We can then charge you a **further penalty of up to £60 a day** until you send us the information.

We may also stop or reduce your tax credits. You may then have to pay back the overpaid tax credits. It is very important that you contact us.

If you are not sure about what to do we suggest you take independent advice before you finally decide.

Difficulties supplying information

If you have a reasonable excuse for not supplying the information talk to us. We will listen to what you say, and if you cannot provide the information, or if it does not exist, we will work with you to find alternatives.

What is a reasonable excuse?

A reasonable excuse might be that

- your documents have been destroyed through fire, flood or theft and you cannot replace them in time, or
- you have a serious illness or other personal circumstances that prevents you from sending the information.

A reasonable excuse **is not** that

- you have been too busy to send us the information we asked for.

Your rights

You have the right to appeal against any

- penalties, and
- changes we make to your award.

We will tell you how to do this at the time.

You can find out more information about how to appeal by reading our leaflet WTC/AP 'How to appeal against a tax credits decision or award', which you can get from any Inland Revenue Enquiry Centre or online at www.inlandrevenue.gov.uk/pdfs/wtc_ap.htm

These notes describe in general terms what is likely to happen. If you would like more details, please contact the Inland Revenue office shown on the covering letter.

Tax Credits Helpline

Open from 8am-8pm seven days a week

- in Great Britain **0845 300 3900**
(textphone **0845 300 3909**)
- in Northern Ireland **0845 603 2000**
(textphone **0845 607 6078**).

Getting advice

You can get advice from a professional adviser or organisation. You can also ask Citizens Advice Bureau. You can find them in The Phone Book.

Customers with particular needs

We offer a range of facilities for customers with particular needs. Some of the things we provide are

- wheelchair access to nearly all Inland Revenue Enquiry Centres
- home visits, if you cannot get to one of our Enquiry Centres
- leaflets in large print, Braille and audio
- for people with hearing difficulties
 - BT Typetalk
 - induction loops
 - sign language interpretation
- help with filling in forms
- services of an interpreter.

For complete details, please

- go online at www.inlandrevenue.gov.uk, or
- contact us. You will find us in The Phone Book under Inland Revenue.

Customer Service

We are here to ensure that everyone understands and receives what they are entitled to and understands and pays what they owe, so that everyone contributes to the UK's needs.

You can expect us to make it easy for you to understand your rights and obligations, including

- what you are entitled to
- what you must do, and
- when you must do it.

Our commitment to you

We will

- listen carefully
- answer accurately and respond promptly
- keep your personal and business details confidential
- treat you fairly and with respect
- give you dedicated help if you have particular needs.

If we do not live up to your expectations, please let the person dealing with your case know what is wrong. We will work as quickly as possible to settle your complaint. We would not expect a complaint to get beyond this stage. But if you are still unhappy, please ask for your complaint to be referred to the Customer Relations Manager. Ask for our leaflet 'Putting things right. How to complain', which is also available online at www.inlandrevenue.gov.uk

Open Government

The Tax Credit Manuals contain more details about our work in this area.

You can see them

- online at www.inlandrevenue.gov.uk/manuals/ccmanual/index.htm, or
- in any Inland Revenue Enquiry Centre. The address is in The Phone Book under Inland Revenue.

These notes are for guidance only and reflect the position at the time of writing. They do not affect any right of appeal.

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