



Steve Kelly

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The Chief Executive

Tel

Fax

www.hmrc.gov.uk

Date

Our Ref Local Authorities/SK

DX:

Your Ref

Dear Sirs

EVIDENCE CONFIRMING CHILD BENEFIT ENTITLEMENT

I regret to inform you that we will no longer supply written evidence of Child Benefit entitlement to customers and will be informing customers of this by means of an IVR message on our helpline with effect from 5th August 2011. Appendix A to this letter sets out the wording of our IVR message.

HMRC Contact Centres receive a large volume of calls from customers asking for written confirmation of their Child Benefit entitlement. Our research shows that the main reason for this contact is the need for customers to provide evidence to support claims to benefits or grants administered by Local Government.

We receive around 6,000 calls each week from people who have been asked to produce evidence of their Child Benefit entitlement for Local Government. This significant burden on our resources threatens our ability to provide the right level of support to customers who need our help, particularly at this time when we/Government are striving to make efficiency gains throughout the services we provide.

The Department for Work and Pensions advise that evidence of Child Benefit should only be sought from the claimant where there is doubt. They encourage sight of bank statements or tax credit award notices where evidence is needed.

This letter is being sent to all Local Authorities. Please help us by making it clear within your organisation that the above items normally suffice as evidence and customers will already be in possession of these documents. And, HMRC will no longer provide written evidence of Child Benefit entitlement to customers.

Steve Kelly
Benefits & Credits, Customer Services and Channels Management

Information is available in large print, audio and Braille formats.
Type Talk service prefix number – 18001



Appendix A

Content of IVR message on Child Benefit helpline to customers asking for evidence confirming Child Benefit entitlement

Please note, if you've been asked to provide proof you're entitled to Child Benefit, for example to claim Housing Benefit, we no longer provide this and we will **not** send confirmation to you by post. You don't actually need to provide proof as you can provide other information instead, such as a tax credit award notice or recent bank statement showing Child Benefit going into your account. <pause> Now, if you're calling to get your Child Benefit number, you'll find this on any letters we've sent you. If you can't find any paperwork and still need your Child Benefit number for any other reason, you can also send your query to us online. Just go to www.hmrc.gov.uk/childbenefit and select the link under 'Do it Online'. <pause> To hear that information again, press the star key or if you've no further questions you can just hang up. <3 second

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pause> Or, to return to the menu, press 1