

## About this form

Complete this form if you want to make a request for your organisation to be registered on our database of voluntary and community sector organisations that may act as intermediaries on behalf of our customers.

### Tax credits and Child Benefit intermediary helpline

Both the Tax Credit Office and the Child Benefit Office have a dedicated helpline number that your advisers can phone when wishing to discuss tax credits or Child Benefit affairs on behalf of a client.

Tax credits priority number **0845 300 3946**

Child Benefit priority number **0845 302 1411**

**Please remember that these phone numbers are for advisers only and must not be given to anyone outside your organisation.**

When you phone to speak to us about a client's affairs, we need to ensure the confidentiality of our customer information, and protect personal details from bogus callers. Before we discuss a customer's affairs with a third party, we need to be sure that they are who they say they are, and that the client (or clients where there is a joint claim) has (or have) given their consent.

You will need to have authorisation from your client(s) before we can speak to you about their claim.

If the client(s) is in the office with you when you phone, we can speak to them to confirm their identity and the authorisation, for you to speak on their behalf.

If the client(s) is not in the office when you phone we will need written authorisation, signed by the client(s), noted on our records, so that you can speak on their behalf.

Written consent can be on form TC689, in a letter, or on your own consent form, provided they include the details on TC689. The signatures **must** be original as H.M Revenue & Customs (HMRC) do not accept photocopied signatures.

### Faxing an authority to deal with an urgent tax credits or Child Benefit query

We know that there will be times when you need to do business with us urgently, on behalf of a client, but that client is not with you when you phone.

We have a system in place that allows you to fax a written form of authority to us, where there is need to resolve a tax credits or Child Benefit query urgently. You will need an **Office Identification Number (OIN)** to use this service and you can fax TC689 to us. We will note receipt of a valid authorisation on our records. We aim to do this within 48 hours. You can then phone the tax credits or Child Benefit helpline to speak on behalf of your client.

If you would like to use this service, please complete the enclosed form giving your office's full contact details. Please return the form to the address on the application form. We will then write to you and provide an OIN for your office, which you **must** note on any faxed form of authority. We will also let you know the dedicated fax number you can use to send the authorisation to us. If your organisation has more than one office you may need an OIN for each office.

**Please remember that this fax facility service is for urgent queries only.**

For form TC689 go to [www.hmrc.gov.uk/forms/tc689](http://www.hmrc.gov.uk/forms/tc689) Paper copies are available to order by phoning our Orderline on **0845 366 7820**.

## Application for an Office Identification Number (OIN)

**Title** (for example Mrs, Miss, Ms, Mr)

**Surname**

**First name**

**Organisation**

  

**Address**

  
  
  

**Phone number** (ex-directory)

**Secure fax number**

**Email address**

**Website address**

**Signature**

**Job title of signatory**

**Please return to:**

Benefits & Credits Operations  
Intermediaries, Agents & Appointees Team  
Preston  
PR1 4AT