**TC600 Claim Form - Common Errors Checklist**

Please use this guide to check that all questions on the claim form relevant to the customer have been completed. Please also refer to the claim form Notes provided or [http://www.hmrc.gov.uk/forms/tc600-notes.pdf](http://www.hmrc.gov.uk/forms/tc600-notes.pdf) to help the customer complete the form to avoid delays in processing their claim.

<table>
<thead>
<tr>
<th>Have all relevant PARTS of the claim form (check partners’ section if joint claim) been completed including the following</th>
<th>Check</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td><strong>Use black ink and CAPITAL LETTERS</strong></td>
</tr>
<tr>
<td>General</td>
<td>Use one box for each letter/number starting from the first box provided</td>
</tr>
</tbody>
</table>

### PART 1 – PERSONAL DETAILS

- Has a FULL address been entered? **Note – partner address details should be left blank unless the partner lives abroad or at a different address to the customer, whereby both sections of the claim form MUST be completed in FULL for each applicant**
- Has the customer/partner entered their correct year of birth (not the current year)?
- Has the customer/partner entered their National Insurance number in the correct format e.g. `AB000000C`?
- Has the customer/partner answered YES or NO to the immigration question and entered the name of the country they usually live in if applicable? **Refer to Claim form Notes if unsure**
- For joint claims, if the customer/partner are incapacitated, in hospital, entitled to carer’s allowance or in prison refer to Claim Form Notes

### PART 2 – CHILDREN

- Is the child’s surname, first name(s) and date of birth the same as shown on their birth certificate? **E.g. Susan not Sue**
- Is the Child Benefit reference number in the correct format? *(this will be on any Child Benefit letter received and it is eight numbers followed by two letters e.g. 12345678AB)*
- Do any of the customer’s children meet the conditions for the disabled child element or severely disabled child element? **Refer to Claim form Notes**

### PART 3 – CHILDCARE COSTS

- If applicable (refer to Claim form Notes) have FULL childcare provider details been provided?
- Has the name and registration/approval number for the local authority or childcare approving body been entered? **Customer should ask their childcare provider**
- Check with the customer that the average weekly childcare costs have been calculated and entered correctly (refer to the Claim form Notes).

### PART 4 – WORK DETAILS

- If the customer or their partner is NOT currently in paid work or NOT about to start paid work within 7 days, have they entered ‘X’ in the NO box and gone straight to the income section?
- If the customer or their partner usually work outside the United Kingdom, has the name of the country where they work been provided?
- Has the customer/partner entered their usual total weekly hours? *(see claim form notes)*
- Has the customer/partner entered their total number of paid jobs? **Include Self Employed jobs here** e.g. If their only job is Self Employed enter a 1
- Has a start date been entered for a new job OR change in hours where the customer or their partner stopped claiming any of the income related benefits listed for the reason specified?
- Have FULL employment details and pay office address & telephone number been entered? Ask customer to refer to payslip/P60 to find **Employer PAYE reference** e.g. 123/KJ123456,123/H or 123/45
- If the customer or their partner is self-employed, has their tax reference been entered? - **this is a ten digit number and can be found on their Tax Return**

Version date: 08 June 2012
### Part 5: Income Details

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>If the customer/partner receives <strong>one or more of the benefits listed</strong> have they entered ‘X’ in the correct box and gone straight to the payment section?</td>
<td></td>
</tr>
<tr>
<td>Has the right income figure been entered in the right box? <em>E.g. State Pension should be in entered in the other income box.</em></td>
<td></td>
</tr>
<tr>
<td>If in paid work as an employee/self employed or both, has a previous year income been entered? - 0.00 to be entered in the relevant income box if there is no previous year income – refer to Income Section of Claim Form Notes.</td>
<td></td>
</tr>
<tr>
<td>Has the estimated income question been answered YES or NO?</td>
<td></td>
</tr>
</tbody>
</table>

### Part 6: Payment Details

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>If claiming Child Tax Credit has the <strong>frequency</strong> of payment and <strong>main carer</strong> been selected?</td>
<td></td>
</tr>
<tr>
<td>If claiming Working Tax Credit (WTC) has the <strong>frequency</strong> of payment and <strong>WTC recipient</strong> been selected (only paid to person working, if both working only one person can receive WTC)</td>
<td></td>
</tr>
<tr>
<td>Have FULL bank account details including name of account holder (not branch name) been entered? - An account number is mainly eight digits long or nine (for some building society accounts); sort code <strong>must</strong> be six digits</td>
<td></td>
</tr>
</tbody>
</table>

### Declarations

Has the claim form been signed and dated?

### Appointee

Check the customer has not entered their own details or used the space to provide additional information - refer to Notes for guidance.

Ask the customer to complete/amend any questions missed or incorrect

*Please remind the customer that they are fully responsible for ensuring the information provided is correct.*

**Note 1** - For children that live abroad Tax Credits will have to verify the household that live in the Other Member State (OMS). These requests to the OMS can take up to 3 months for a response. During this time we will look to award Working Tax Credit (WTC) as long as there is eligibility (WTC without children eligibility).

**Note 2** - For international claims manual payments can only be made 4 weekly.