

This checklist is for you to use to help make sure that the information on your award notice about your personal circumstances is correct and complete. **Do not send it to us.**

The questions apply to you and your partner if you have one.

If anything is wrong, missing or incomplete you must tell us **within 30 days** of receiving your award notice or you could be asked to pay back an overpayment.

If the award period ended on or before 5 April 2012, check your circumstances as they were on the date the period ended. Otherwise, check your circumstances as they are now.

If reduced payments mean you are not able to meet essential living expenses such as rent, gas or electricity bills, contact us.

If shown on your award notice, are the following details correct?

YES

NO

Your name and address? *Please tell us if either of these have changed.*

Claimants

Whether you claim as an individual or a couple? *You must tell us if this has changed – see page 2.*

The hours you work a week? *Please tell us if your hours have changed – see page 2.*

Whether you receive Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit?

If you qualify for the disability element, is this shown?

If you receive the Highest Rate Care Component of Disability Living Allowance or the Higher Rate of Attendance Allowance, is this shown?

Qualifying children and young people

The number of children aged 16 and under?

The number of young people aged 16 to 20 who are in full-time, non-advanced education or approved training? *You must tell us if this has changed – see page 2.*

The number of children who qualify for the disability element?

The number of children the Highest Rate Care Component of Disability Living Allowance is paid for?

Childcare costs

The number of children for whom you use a registered or approved childcare provider?

Your average weekly childcare costs? *You must tell us if these have changed – see page 2.*

Income

Your total income for each of the tax years shown? *Tell us quickly if your current income changes so that we can make sure you are paid the right amount of tax credits – see page 2.*

Account details

Are the correct account details shown?

Do the payments you receive in your account match the payments shown on your award notice?

Contact us now if you have answered NO to any of the above questions.

Please keep this form for your records, **do not** send it back to us.

Have your payments gone down?

We may have adjusted your payments to avoid paying you too much this year, or to collect back an overpayment from an earlier year. If we do this, we may limit the amount we collect to avoid causing you financial hardship. Our Code of Practice 26 *What happens if we've paid you too much tax credit?* tells you how and when we do, or do not, collect overpayments. You can get a copy by phoning us, or go to

www.hmrc.gov.uk/leaflets/cop26.pdf

Please contact us if:

- you do not understand why your payments have gone down, or
- an overpayment is shown on the award notice and you think you should not have to pay it back because you met your responsibilities but we did not meet ours, or
- the reduction in your payments means that you cannot meet your essential living expenses, such as rent, gas or electricity bills. We may be able to make extra payments.

Changes you must tell us about

For more information go to www.hmrc.gov.uk/taxcreditschanges

You must tell us about the following changes **within one month**.

You must tell us if you claimed:

- **as a single person** but you are now married, in a civil partnership, or living with a partner as if you are married or in a civil partnership
- **jointly with your partner** but you have separated or your partner has died.

Childcare costs

If you claimed childcare costs, you must tell us if:

- your costs stop or your average weekly costs go down by £10 or more
- you no longer use a registered or approved provider, or
- you start using a relative to look after your child at home
- you start getting help with your childcare costs through your employer such as childcare vouchers or any other salary sacrifice scheme.

Please phone us for advice.

Leaving the UK

You must tell us if you, or your partner if you have one:

- leave the UK permanently
- go abroad for a temporary absence of more than 8 weeks (or for more than 12 weeks if you go abroad because you are ill, or because someone in your family is ill or has died)
- lose your right to reside in the UK.

Working hours

You must tell us if you or your partner if you have one:

- stop working altogether or are laid off
- your hours drop below 16 a week
- are a couple responsible for a child and your joint hours drop below 24 a week, but one of you must work at least 16 hours
- are working 30 hours or more a week and your hours drop below 30 (joint hours count for couples with children)
- have been on strike for more than 10 days in a row
- leave one job and there is a gap of more than 7 days before you start another job.

Children and young people

You must tell us if a child or young person:

- moves out to live with someone else
- starts to claim Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance, Child Tax Credit or Working Tax Credit in their own right
- dies.

You must also tell us if a young person between 16 and 20:

- leaves full-time, non-advanced education or approved training
- starts advanced education, for example a degree course
- starts training provided under a contract of employment
- starts paid work for 24 hours or more a week and they're not in full-time, non-advanced education.

Other changes to tell us about

You do not have to tell us about the following changes, but it is in your interest to tell us within one month because they may increase the amount of tax credits you are due or you may be paid too much.

The changes to tell us about.

- A young person over 16 continues in full-time non-advanced education, joins an approved training scheme or registers with the careers service, Connexions, Ministry of Defence or similar organisation within the EU. If you do not tell us, their Child Tax Credit will stop on 1 September after their 16th birthday.
- Your income drops by more than £2500.
- Your income goes up. This may not affect your current tax credits, but it will affect how much we should pay you for next year. If we pay you too much because you delay telling us about any changes, you will be asked to pay back any tax credits overpaid.
- Your average weekly childcare costs go up by £10 a week or more.
- Your usual working hours change from less than 16 hours a week to 16 or more.
- Your usual working hours change from less than 30 hours a week to 30 or more. For couples with children, it is your joint working hours that count towards the 30 hours.
- You are a couple with children and your joint working hours go up to 24 or more a week.

Are you receiving Housing Benefit or Council Tax Benefit?

Your tax credits payments are taken into account when working out these benefits. Contact your Housing Benefit or Council Tax Benefit office each time you are sent an award notice so they can reassess your benefit.

If you think our decision is wrong?

If you think that something on your award notice is wrong or missing then contact us straightaway and we will try to put it right without the need for an appeal.

If we cannot resolve your problem and you are not satisfied you still have the right to make an appeal.

Appeals must be made in writing within 30 days of the date of the award notice.

For more information:

- go to www.hmrc.gov.uk and under *Quick links* select *Complaints & appeals*
- phone our helpline and ask for our factsheet WTC/AP *What to do if you think our decision is wrong*.