



Check your tax credits award notice

This checklist is for your use. **Do not send it to us.**

The questions apply to you and your partner, if you have one. They will help you to make sure that the information about your personal circumstances shown on your award notice is correct and complete. If anything is wrong, missing or incomplete, contact us.

If the award period ended on or before 5 April 2006, 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
1	Your name and address?	<input type="checkbox"/>	<input type="checkbox"/>
Claimants			
2	Whether you claim as an individual or a couple? <i>You must tell us if this has changed - see overleaf.</i>	<input type="checkbox"/>	<input type="checkbox"/>
3	The hours you work a week? <i>You must tell us if your hours have changed - see overleaf.</i>	<input type="checkbox"/>	<input type="checkbox"/>
4	Whether you receive Income Support, income-based Jobseeker's Allowance or Pension Credit?	<input type="checkbox"/>	<input type="checkbox"/>
5	If you are disabled is this shown?	<input type="checkbox"/>	<input type="checkbox"/>
6	If you receive the Highest Care Component of Disability Living Allowance or Attendance Allowance Higher Amount is this shown?	<input type="checkbox"/>	<input type="checkbox"/>
7	If you are 50 or over and qualify for extra tax credits following a return to work after a period on benefits is this shown? <i>Contact us if it is not shown and you think you qualify.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Qualifying children and young people			
8	The number of children aged one or less? <i>You get one baby element for all children under 12 months.</i>	<input type="checkbox"/>	<input type="checkbox"/>
9	The number of children aged between one and sixteen?	<input type="checkbox"/>	<input type="checkbox"/>
10	<i>You must tell us about children aged between 16 and 20 who are in full time education.</i>	<input type="checkbox"/>	<input type="checkbox"/>
11	The number of children who are disabled?	<input type="checkbox"/>	<input type="checkbox"/>
12	The number of children for whom you receive the Highest Care Component of Disability Living Allowance?	<input type="checkbox"/>	<input type="checkbox"/>
Child care costs			
13	The number of children for whom you use a registered or approved child care provider?	<input type="checkbox"/>	<input type="checkbox"/>
14	Your average weekly child care costs? <i>You must tell us if these have changed - see overleaf.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Income			
15	Your total income for the tax year shown? <i>Tell us quickly if your current income changes so that we can make sure you are paid the right amount of tax credits - see overleaf.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Account details			
16	Are the correct account details shown?	<input type="checkbox"/>	<input type="checkbox"/>

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?

If we have reduced your payments to collect an overpayment from an earlier year, we limit the amount we are collecting back to avoid causing you financial hardship. We may also adjust your payments to avoid paying you too much this year. Our Code of Practice 26 *What happens if we have paid you too much tax credit?* tells you how and when we do, or do not, collect overpayments.

It is available

- online at www.hmrc.gov.uk/leaflets/cop26.htm or
- by phoning us. See 'Contacting us'.

Please contact us if

- you do not understand why your payments have been reduced or
- an overpayment from this or a previous award period is shown on the award notice and you believe that it arose from a mistake or delay on our part 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.

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.

You must tell us if you claimed

- **as an individual** but you are now married (or in a civil partnership) or living with someone as if you are married (or in a civil partnership)
- **as part of a couple** but you are now separated or one of you dies
- **child care costs** and your costs
 - go up or down by £10 a week or more and the change lasts for at least 4 weeks in a row or
 - go down to zero.

If your child care costs are not regularly the same amount, call us for advice.

You must also tell us if you or your partner (if you have one)

- leave the United Kingdom permanently
- go abroad for a period of 8 weeks or more. This is extended to 12 weeks if you go, or stay, abroad because you, or a member of your family, is ill or has died
- lose your right to reside in the United Kingdom.

Over 16s

The child element stops being paid from 1 September after a child's 16th birthday. You must tell us if an over 16 continues in full time education, registers with the Careers or Connexions Services, or joins an approved Government training scheme.

Changes in your income

Please tell us straight away if your income changes.

If your income goes **down**, you may be entitled to more tax credits.

If your income goes **up**, it 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, usually by reducing your ongoing payments.

Changes in your working hours

You must tell us if your usual working hours change so that you work

- less than 16 hours a week or
- less than 30 hours a week or
- 30 hours or more a week.

For couples with children, it is your joint working hours that count towards the 30 hours.

Appeals

If you simply want to tell us that something on your notice is wrong or missing, just contact us and we will sort it out without the need for a formal appeal. You will still have the same appeal rights if you do this. Formal appeals must be made in writing within 30 days of the date of the award notice.

Contacting us

Phone	08:00 to 20:00 seven days a week
Great Britain	0845 300 3900
Minicom/Textphone	0845 300 3909
If you prefer to speak in Welsh	0845 302 1489

If you are living overseas and cannot get through on the Helpline numbers shown, call 00 44 28 9053 8192

Write

Please use the address shown on your award notice.

Complaints

If you are not happy with the way we are dealing with you, please tell us. We will try to put things right. If you are still not satisfied, we will explain what else you can do, including taking your complaint to the Adjudicator or Ombudsman.