



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 2007, 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>Please 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	The number of children aged between 16 and 20 who are in full time education or approved training? <i>You must tell us if this has changed – see overleaf.</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?

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 have 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 online at www.hmrc.gov.uk/leaflets/cop26.htm

Please contact us if

- you do not understand why your payments have 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.

Changes you must tell us about

You must tell us about the following changes **within 1 month**.

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.
- **as part of a couple** but you have separated or your partner has died.

Child care costs

If you claimed **child care costs**, you must tell us if your costs stop, or if they go down by £10 a week or more and the change lasts for at least 4 weeks in a row. If your child care costs are not regularly the same amount, call us for advice.

Leaving the United Kingdom (UK)

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

- leave the United Kingdom 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 United Kingdom.

Working hours

You must tell us if you

- are working at least 16 hours a week and your hours drop below 16 or reduce to nil.
- are working 30 hours or more a week and your hours drop below 30 or reduce to nil. For couples with children, it is your joint working hours that count towards the 30 hours.
- have been on strike for more than 10 days.

Children and young people

You must tell us if a child or young person

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

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

- leaves full time education or approved training.
- starts advanced education, for example a degree course.
- starts training provided under a contract of employment.
- starts paid work (usually for more than 24 hours a week).

Other changes to tell us about

You do not have to tell us about the following changes, but it is in your interest to do so because they may increase the amount of tax credits you are due.

Please tell us if

- a young person over 16 continues in full time education, registers with a careers service, Connexions, or equivalent, or joins an approved Government training scheme. If you do not tell us, their Child Tax Credit will stop on 1st September after their 16th birthday.
- your income goes down.
- 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 child care 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.

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.

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.