

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 1 month** of receiving your award notice or you could be asked to repay an overpayment.

If the award period ended on or before 5 April 2009, 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?	<input type="checkbox"/>	<input type="checkbox"/>

Claimants

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"/>
The hours you work a week? <i>Please tell us if your hours have changed – see overleaf.</i>	<input type="checkbox"/>	<input type="checkbox"/>
Whether you receive Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit?	<input type="checkbox"/>	<input type="checkbox"/>
If you are disabled is this shown?	<input type="checkbox"/>	<input type="checkbox"/>
If you receive the Highest Rate Care Component of Disability Living Allowance or the Higher Rate of Attendance Allowance, is this shown?	<input type="checkbox"/>	<input type="checkbox"/>
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

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"/>
The number of children aged between one and sixteen?	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
The number of children who are disabled?	<input type="checkbox"/>	<input type="checkbox"/>
The number of children you receive the Highest Rate Care Component of Disability Living Allowance for?	<input type="checkbox"/>	<input type="checkbox"/>

Childcare costs

The number of children for whom you use a registered or approved childcare provider?	<input type="checkbox"/>	<input type="checkbox"/>
Your average weekly childcare costs? <i>You must tell us if these have changed – see overleaf.</i>	<input type="checkbox"/>	<input type="checkbox"/>

Income

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"/>
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Account details

Are the correct account details shown?	<input type="checkbox"/>	<input type="checkbox"/>
Do the payments you receive in your account match the payments shown on your award notice?	<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'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 online at www.hmrc.gov.uk/leaflets/cop26.pdf

Please contact us if:

- you do not understand why your payments have reduced, 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

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.

Childcare costs

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

- your costs stop or go down by £10 a week or more
- you no longer use a registered or approved provider, or
- you start using a relative to look after your child at home.

Please phone us for advice.

Leaving the United Kingdom (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:

- stop working altogether
- are laid off
- 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, Employment and Support 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 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.

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.

How to contact HMRC

Phone **0845 300 3900** (08.00 to 20.00, seven days a week) or go to www.hmrc.gov.uk

If you use Minicom/Textphone, phone **0845 300 3909**

If you prefer to speak in Welsh, phone **0845 302 1489**

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

For information about our complaints procedures go to www.hmrc.gov.uk and under 'quick links' select 'Complaints'.