

Tax Credit Helpline	0345 300 3900
Minicom/Textphone	0345 300 3909
If you prefer to speak in Welsh	0845 302 1489
Text Relay service prefix number	18001

Overpayments Dispute Team
Tax Credit Office
Preston
PR1 4AT

Please use this form if you think you should not have to pay back your tax credits overpayment because you met your responsibilities but we did not meet ours.

Do **not** use this form if you need more time to pay the overpayment or wish to appeal against a decision about the amount of tax credits that you are entitled to. Please phone the helpline instead.

If you need more information about the overpayment, please phone the helpline.

Your responsibilities are to:

- give us accurate and up-to-date information
- tell us when your circumstances change
- check the information about your circumstances shown on your award notices and tell us if anything is wrong, missing or incomplete
- check that your payments match the amounts shown on your award notices and tell us if they don't.

Our responsibilities are to:

- give you the correct advice
- accurately record and use the information you give us
- change your award, if appropriate, within 30 days of the date we receive new information
- use the information you give us to pay you the right amounts of tax credits.

You must tell us within a month of receiving your award notice if any of the information on it about your circumstances is wrong or incomplete. You must also tell us about most changes of circumstances within one month of the change.

To find out what you can expect from us and what we expect from you go to www.hmrc.gov.uk/charter and have a look at *Your Charter*.

Your details

1 Your surname

2 Your first name(s)

3 Your National Insurance number

4 Did the overpayment you are disputing happen in a joint claim?

Yes No

If Yes, please enter your partner's details.

Your partner's details

5 Your partner's surname

6 Your partner's first name(s)

7 Your partner's National Insurance number

About the disputed overpayment

8 In what tax year, or in what period, did the overpayment you are disputing happen?

This information can be found on your award notices or any letters we have sent you about the overpayment

9 Did you contact us to tell us that:

- the award notice showed wrong or incomplete personal circumstances? Yes No
- your payments did not match those shown on your award notice? Yes No

10 Do you think that the overpayment happened because:

- we didn't change your award within 30 days of you telling us about a change that reduced your payments? Yes No
- we made a mistake? Yes No
- we gave you incorrect advice? Yes No

11 For each 'Yes' box you ticked in questions 9 and 10, please give details here about what happened, when this happened and when you got in touch with us. *If you need more space, please continue on a separate sheet: write your name and National Insurance number at the top and attach it to this form*

Date of contact (if known)	Details

12 We may need more information from you

Please give us your address

Postcode

Please give us your phone number to help us deal with your query as soon as possible

Daytime

Mobile

Please give us the time of day that you will be available for us to phone you

13 Please sign and date this form

Signature

Date DD MM YYYY

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Please send this form to the address shown on page 1.
While we consider this dispute we will stop collecting the amount overpaid