Tax credits examinations

The check
Every year we check thousands of tax credits claims to make sure that we are:
• paying the right amount of tax credits based on customers' income and circumstances
• running the tax credits system fairly and efficiently
If we check your current tax credits claim, it is known as an ‘examination’.

About your check
To help us get a picture of your household, we may ask you for things like bank statements, payslips, household bills and details of your income and circumstances. We can also ask employers and childcare providers for information.
If we ask you for any original documents then we cannot accept photocopies. If we cannot confirm that the documents are genuine or belong to you we will need to keep them for further checks. Once we have confirmed that the documents are genuine we will return them to you.

Important
If you give false information or do not tell us about any of your income, we may charge you a penalty and/or we may prosecute you.

If we do not hear from you
You must tell us if you cannot give us the information or explain why there is a delay. If you do not send us the information by the date on our letter, we can reduce or stop your tax credits. We can also charge you a penalty.

Mistakes
We will not charge you a penalty if you:
• tell us about a relevant change in circumstances in time, see opposite
• take reasonable care to give us correct information on your claim
• took care with your claim, but still made a mistake

Asking someone to help you
If you would like independent help, you can ask a friend, a professional adviser or an organisation like Citizens Advice to help you. You can also ask them to talk to us on your behalf, but we cannot talk to anyone without your permission.
If you do ask someone to help you, please:
• fill in form TC689, ‘Authority for an intermediary to act on your behalf’
  – go to www hmrc gov uk/forms/tc689 pdf
  – if you don’t have access to the internet
    – phone our helpline on 0345 300 3900
    – textphone the helpline (for people with hearing or speech difficulties) on 0345 300 3909
• write to us and tell us the
  – name and address of the person
  – address and contact details of the organisation acting on your behalf

Help
If you have any questions or you would like more details, please contact the office in the covering letter.

Change of circumstances
You must tell us within 1 month if:
• you get married, become a civil partner or part of a couple living together as husband and wife or as civil partners
• you stop being part of a married couple, civil partnership or a couple living together as husband and wife or as civil partners
• your childcare costs go down by an average of £10 a week or more
• your childcare costs stop or you stop paying for childcare costs
• you (or your partner)
  – leave the UK permanently
  – go abroad for a temporary absence lasting more than 8 weeks (or more than 12 weeks if you go abroad because you are ill, or because a member of your family is ill or has died)
  – lose your right to reside in the UK
• you start working, either in employment or self-employment
• your working hours drop below 16 a week
• you are a couple responsible for a child and your joint working hours drop below 24 a week, but one of you must work at least 16 hours
• you are working 30 hours or more a week and your hours drop below 30 (joint hours count for couples with children)
• you are laid off or stop work
• you have been on strike for more than 10 days
• a child or young person you are responsible for leaves the family to live with someone else or dies

continued >>>

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Co-operation
The extent to which you co-operate and give us information is entirely up to you.
If you are not sure whether to give us the information, we suggest you get
independent advice before deciding what to do. We may decide to reduce or stop
your tax credits payments based on the information we hold.

Child Benefit
If you are claiming Child Benefit, any changes to your family circumstances may
affect the amount you receive.

About our decision
You have the right to ask us to reconsider our decision if we:
• change your award
• ask you to pay a penalty
• charge interest on any overpayment
We call this mandatory reconsideration and we will tell you how to ask us to
reconsider our decision in the letter we will send telling you what we have done.
Our leaflet WTC/AP, What to do if you think our decision is wrong’ gives more
information about how to ask for a reconsideration. If you want to get a copy,
go to www.hmrc.gov.uk/leaflets/wtc_ap.pdf
Should you remain unhappy after the reconsideration, you can appeal to an
independent tribunal. Our Mandatory Reconsideration Notice will tell you how to
do this.

Your rights and obligations
‘Your Charter’ explains what you can expect from us and what we expect from you.
For more information, go to www.gov.uk/hmrc/your-charter

Change of circumstances continued
• a child or young person you are
  responsible for stops qualifying for
  support, for example, they
  — leave full-time non-advanced
  education or approved training
  before the age of 20
  — start to have their training
  provided under a contract
  of employment
  — start paid work for 24 hours
  or more a week and they
  are not in full-time,
  non-advanced education
  — stop being registered with a
careers service, Connexions, Local
Authority Support service, Ministry
of Defence or similar organisation
within the EU
  — start to claim Income Support,
income-based Jobseeker’s
Allowance, Employment and
Support Allowance, Child Tax
Credit, Working Tax Credit or
Universal Credit in their own right
You should also tell us about any other
changes which you think might affect
your entitlement.

Open Government
The Claimant Compliance Manual
contains more details about our work
in this area. Go to www.hmrc.gov.uk/
manuals/ccmmanual

We have a range of services
for disabled people.
These include guidance in
Braille, audio and
large print. Most of our
forms are also available in
large print. Please contact
our helplines for
more information.

These notes describe in general terms what is likely to happen. If you would like
more details, please contact the HMRC office shown on the covering letter.