

# Tax credits – suspension of payments

## What will happen if you do not contact us

It is very important you give us the information we have asked for or tell us about any difficulties you have providing it. If you do not give us this information we may suspend your tax credits payments.

If we suspend your payments and you still do not give us this information, we may stop or reduce your tax credits. You may then have to pay back any tax credits that we have already paid you. It is therefore very important that you contact us.

If you are not sure what to do we suggest you take independent advice before you decide.

## Difficulties in giving us the information

If you have a good reason for not giving us the information, let us know. We will listen to what you say and, if you cannot provide the information, or if it does not exist, we will work with you to find alternatives.

A good reason for not providing information might be that:

- your documents have been lost through fire, flood or theft and you cannot replace them in time
- you have a serious illness or other personal circumstances that prevents you from sending the information

What isn't a good reason is that you have been too busy to send us the information.

## About our decision

You may have the right to ask us to reconsider our decision to suspend your payments. However, you do have the right to ask us to reconsider if we later decide to reduce or stop your award. Our leaflet WTC/AP, 'What to do if you think your Child Tax Credit or Working Tax Credit is wrong' gives more information about how to ask for a reconsideration. To get a copy:

- go to [www.hmrc.gov.uk/leaflets/wtc\\_ap.pdf](http://www.hmrc.gov.uk/leaflets/wtc_ap.pdf)
- if you do not have access to the internet, phone the Tax Credit Helpline on **0345 300 3900**
- textphone the Tax Credit Helpline (for people with hearing or speech difficulties) on **0345 300 3909**

## Complaints

For information about our complaints procedures, go to [www.gov.uk/complain-to-hm-revenue-and-customs](http://www.gov.uk/complain-to-hm-revenue-and-customs)

## 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](http://www.gov.uk/hmrc/your-charter)

### Help

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

### Getting advice

You can get advice from a professional adviser or organisation, for example, Citizens Advice. Go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or you can find them in 'The Phone Book'.

### Open government

The Claimant Compliance Manual contains more details about our work in this area. Go to [www.hmrc.gov.uk/manuals/ccmanual](http://www.hmrc.gov.uk/manuals/ccmanual)

### Yr laith Gymraeg

Ffoniwch **0300 200 1900** i dderbyn fersiynau Cymraeg o ffurflenni a chanllawiau.

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 are for guidance only and reflect the position at the time of writing. They do not affect any right of appeal.

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