



Tax credits formal request for information

About the information we've asked for

You haven't given us the information we've asked for to support your tax credits claim, award or entitlement.

What will happen if you don't contact us

It's very important to provide the information we need. We urge you to provide it now, or tell us about any difficulties you might have providing it.

If you don't send this information we may stop or reduce your tax credits. You may then have to pay back the overpaid tax credits.

We can also ask an independent tribunal to charge you a penalty of up to £300.

We can then charge you a further penalty of up to £60 a day until you send us the information.

It's very important that you contact us now.

If you're not sure about what to do, we suggest you take independent advice before you finally decide.

Difficulties supplying information

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

A good reason for not giving us the information might be that:

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

A good reason isn't that you've been too busy to send us the information we asked for.

About our decision

You have the right to ask us to reconsider our decision if we:

- ask you to pay a penalty
- amend your award

We call this mandatory reconsideration. We'll tell you how to ask for a reconsideration in the letter telling you what we've done.

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:

- go to GOV.UK and search for WTC/AP
- phone our helpline if you don't have internet access

If you're still 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

Help with tax credits

If you have any questions or would like more details, contact the HMRC office shown on the covering letter.

For our opening hours:

- go to www.gov.uk/contact-hmrc

Getting advice

You can get advice from a professional adviser or organisation. You can also ask Citizens Advice.

- Go to 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 GOV.UK and search for the Claimant Compliance Manual.

Complaints

- For more information about our complaints procedures go to www.gov.uk/complain-to-hm-revenue-and-customs

Yr Iaith Gymraeg

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

We've 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. Contact our helplines for more information.

These notes are for guidance only and reflect the position at the time of writing. They don't affect any right of appeal.

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