

Completing the eDCI1 form

Introduction

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1. For any benefit claim to succeed, the customer (and partner if applicable), must provide enough information to:
 - confirm their National Insurance number (NINo)
 - enable a NINo to be traced or allocated to them
2. The customer/partner will be asked to provide evidence of their identity and immigration status as part of the benefit entitlement check and during the benefit inspired NINo allocation process.
3. Before a NINo application can be considered, the customer's entitlement to benefit must be established. In joint JSA claims the partner's entitlement to benefit must also be established before a NINo application can be considered.
4. The process outlined above must be followed in benefit inspired NINo applications. This is the only way a customer/partner can apply for a NINo under benefit inspired rules.

Tracing the customer or partner's National Insurance Number

5. When making a claim to benefit, if the customer/partner provides personal details but not a National Insurance Number (NINo), use these details to try and trace the customer/partner's NINo on departmental benefit systems and the Customer Information System (CIS), see CIS trace.

Personal details on CIS are different from those provided by the claimant

6. If the NINo is traced on CIS and there is different information for the customer/partner, such as a different address:

Step	Action
1	Investigate the reasons for the differences. If the differences can be acceptably explained, make appropriate amendments using your benefit instructions.
2	Take action to verify identity using your benefit instructions. This must be in accordance with DWP Common Standards for Identity Verification.

More than one NINo on CIS matches the customer/partner's details

7. If the CIS trace produces more than one NINo that matches the details, take verification action using benefit instructions. Make sure the correct record has been identified for the customer/partner.
8. If it is still not clear after verification action has been completed, complete a CIS 501 and send it to CIS Frontline Services for continued investigation.

9. When a response is received from CIS Frontline Services, continue processing the claim. This may need an eDCI1 referral if NINo action is required.

Two customers using the same NINo

10. If the trace on CIS identifies that **two customers** appear to be using the same NINo, complete a CIS 502 and refer to CIS Frontline Services.
11. When you receive a response from CIS Frontline Services, use the benefit instructions to continue processing the claim. This may need an eDCI1 referral if NINo action is required.

Possible NINo traced on CIS

12. If a possible NINo for the customer/partner has been traced on CIS, verify their identity to make sure it is the correct NINo for the customer/partner:

Step	action
1	Compare the information and documentary evidence with details recorded on departmental computer systems. Refer to benefit instructions and DWP Common Standards for Identity Verification for information on verifying identity. See Documentary evidence and checks for more information on identity document verification.
2	If you satisfied that you have traced the correct NINo for the customer/partner, continue with processing action.
3	If you are not satisfied that you have traced the correct NINo for the customer/partner, refer the application for specialist trace action within your benefit area as per benefit instructions.
4	If you find duplicate accounts, refer the application to CIS Frontline Services.

Possible NINo traced on CIS but verification level has not been verified

13. If a NINo has been traced on CIS, the verification level must be checked by referring to the Account Summary tab (NINo box in top right hand corner). If the verification level displays Qualified or Not Verified then NINo upgrade action will be required.
14. If the customer/partner is entitled to benefit and the NINo needs upgrading, an eDCI1 must be completed.
15. An eDCI1 must be completed for missed juveniles (applicants aged under 20). Do not refer these benefit inspired applicants to HMRC.

Benefit entitlement not established

16. If the customer or partner in a joint JSA claim is not entitled to benefit, even where they do not have a NINo, **do not** send an eDCI1 form to the NINo Centre (NC).

Benefit entitlement established

17. If entitlement to benefit is established, including Destitute Domestic Violence (DDV) cases, Tax Credits, Housing Benefit and Council Tax

Reduction (CTR) cases, but you cannot trace a record of the customer/partner's National Insurance Number (NINo) complete form eDCI1 after:

- further validation
 - checks of additional personal details
 - local specialist trace action has been taken
18. An eDCI1 must be completed in all cases when a customer/partner is entitled to benefit and does not have a NINo. Separate eDCI1s must be completed for the customer and the partner. For cross referencing purposes, the customer/partner's details must be provided in the Additional Relevant Information box.
 19. If entitlement to Tax Credits (Refugee cases) has been established, note the eDCI1 with 'TC600 issued to Tax Credits'. Make a note of this in the Additional Relevant Information box.
 20. Only specialist NINo allocation officers have responsibility for making NINo allocation decisions. Do not attempt to make or give a decision on whether a NINo can be allocated.
 21. The eDCI1 must also be completed if the customer/partner requires their existing NINo upgrading. Separate eDCI1s must be completed for the customer and the partner. For cross referencing purposes, the customer/partner's details must be provided at the Additional Relevant Information box.
 22. An eDCI1 must also be completed for missed juveniles (applicants aged under 20). Do not refer these benefit inspired applicants to HMRC.

Appointee action

23. Take appointee/BF56 action by following benefit instructions. A copy of the BF56 must be scanned and attached to the email referral to be sent to the NINo Centre (NC).

Payments of short term benefit advances and of benefit without a National Insurance Number or with an unverified National Insurance Number

24. Where applicable, Short Term Benefit Advances (STBAs) might be considered for customers with no National Insurance Number (NINo), or who have applied for a NINo but whose identity has not yet been verified, providing they meet the STBA eligibility criteria. Included in this criteria is that they must be likely to be entitled to the benefit in respect of which the STBA is applied for.
25. An award of benefit can only be made when the customer has proven their identity in order to allow a NINo to be allocated. Follow the Instruction held in the Short term Benefit Advances pages
26. CPS LP will not allow for a payment to be made to a customer who either does not have a NINo or who has an unverified NINo. A Temporary Reference Number (TRN) must be used instead of the NINo. A check must be made for an existing TRN by viewing the notes screen for the Heritage Benefit System(s) of the benefit(s) that the customer has previously received. LMS and the clerical case papers must also be checked. If an existing TRN is found, this must be used in place of the NINo until actions have been taken to either allocate a NINo or to have the existing NINo upgraded to verified status.

27. Where there is no existing TRN, and the customer has a record on either the CMS or CAM system, check to see if a Customer reference Number is present on that system. If a CRN is present on CMS or CAM, this must be used to create the Temporary Reference Number. Refer to the CPS User Guide to set up a Temporary Reference Number based on the CMS or CAM reference number to make a one off CPS payment
28. Where there is no existing TRN and there is also no CMS or CAM reference number with which to allocate one, a request for a TRN must be made to Payment Services.

Step	Action
1	Open the Payment Services – Temporary Reference Number Application and Process Intranet web page to check required actions and download a TRN application form by clicking the link and selecting ‘Open’ at the dialogue box. The form must not be saved, download one each time it is required. Once the form is completed, click the “Email” button. This will validate the form and auto-email it to the Payment Services TRN Inbox.
2	Requests are actioned on a same day service by Payment Services. However, Email requests received after 4pm will be actioned the next working day. You will receive a reply with the TRN by e-mail
3	Continue to input the payment using the TRN allocated by the Payment Services in accordance with chapter three of the CPS User Guide for making a Single TRN Payment
4	Record the customer’s unverified NINo (or record that there is no NINO allocated to this customer) in the Additional Information field of the CPS(LP) Payment Instruction screen
5	Record the TRN and the date that the eDCI1 was issued to the NINO Centre on the Heritage Benefit System notes screen or Customer Contact History. Record the details also on LMS where appropriate and/or the clerical case papers. This action will help prevent multiple TRN records being created for the customer. It will also prevent the risk of repeat requests being made and avoid duplicate payments and subsequent non-recoverable overpayments being created. Start the entry “****” to prevent the note from being deleted.
6	After Faster Payment action, follow eDCI1 process to enable the NINo to be upgraded and ensure the customer has a fully verified NINo.

Completion of form eDCI1

29. The eDCI1 form must be saved to a secure shared drive before completion. The form can then be opened for data entry.
30. The eDCI1 form is designed for requesting a NINo for a single customer. Use a separate eDCI1 form for each customer requiring a NINo. The form must be completed in full as follows:

Step	Action
1	Enter Benefit/Credit/Pension Centre officer's full name and contact number, including dialling code and extension number
2	Enter the dedicated office email address in full. This must be the dedicated eDCI1 secure mailbox that will be regularly maintained. The form will be returned when the NINo decision has been made. If a personal email address is used it will be returned to the originator as an error and no NINo decision action will be taken.
3	Select Benefit Type from the dropdown list. If the benefit is not displayed in the dropdown list, select 'Other Benefit Type' and add an explanation in the 'Additional Relevant Information' box
4	Enter customer's surname and forenames
5	Enter customer's forenames
6	Enter customer's date of birth
7	Enter customer's address in full
8	Enter customer's home and mobile telephone number in full
9	Select Male or Female from the dropdown list
10	Select the Yes or No for Entitled to Benefit This must be completed in all cases. The NC will not assess benefit entitlement.
11	Select Yes or No for partner of benefit customer
12	Select the appropriate answer for 'Is there an appointee for the Applicant?' If Yes, a message prompt displays to advise the user to complete, scan and attach the BF56 to the email referral
13	Include the Additional Relevant Information as applicable: <ul style="list-style-type: none"> • home visit required, with reason for visit • interpreter required • disabled access required • DDV Concession case, annotate the 'Additional Relevant information' box with the following words "Destitute Domestic Violence (DDV) Concession". This will ensure the eDCI1 is fast-tracked and handled appropriately upon receipt at the NC • entitlement to Tax Credits under Refugee concessions, has been established, annotate the eDCI1 with "TC600 issued to Tax credits" in the Additional Relevant Information box • NINo upgrade required, with details of NINo to be upgraded • Labour Market System (LMS) reference number where available • previous names used for example maiden name • further appointee details if applicable

31. If you send the eDCI1 without completing the mandatory questions, an error message will be displayed identifying the data fields needed.

Partners in benefit claims

32. If you receive a benefit or tax credit application from a couple, and if after the appropriate checks the partner needs a NINo or an upgrade to an existing NINo, complete an eDCI1 form. Make sure:
- the partner's details are entered in the NINo Applicant Details section
 - the benefit customer's name, date of birth and NINo (if they have one) must be entered in the Additional Relevant Information box
 - select Yes in the Partner of Benefit Claimant field, unless it is a joint Jobseekers Allowance (JSA) claim. Separate eDCI1 forms are needed for each person in a joint claim.

Sending the eDCI1 to the NINo Centre

33. Email the completed form from a dedicated office email address to the appropriate NINo Centre (NC).
34. The eDCI1 has an automatic send button for use by the Benefit/Credit Centre or Pension Centre under the Additional Relevant Information box.
35. Select Email Form button to save the completed eDCI form into a new email. The subject box shows Restricted eDCI1 and the applicant's surname.

Note: Paper copies will not be accepted and an office email address that is not the dedicated eDCI1 mailbox will not be accepted.

36. A BF must be set, suggested 14 working days, for a reply from the NC.
37. If the NINo is required urgently, contact the NC. See below for an overview of the eDCI1 process.

National Insurance Number Centre action

38. See Benefit inspired applications for the full process. As a summary, the NINo Centre (NC) officer will:
- enter the NINo on the eDCI1 where a NINo is traced or allocated
 - complete the 'NINo Decision' field using the dropdown menu. This menu relates to the reason codes located at the bottom of the eDCI1 form. The NINo Reason Code will be automatically populated when the NINo Decision box has been completed. Add in any comments that relate to the decision made on the comments field.

Awaiting a NINo decision

39. Where the NC have made a decision to allocate a NINo to a customer or partner, the outcome is noted on the eDCI1 and returned to the Benefit/Credit Centre or Pension Centre.
40. A NINo will not be allocated to a partner in a benefit claim where they **do not** currently have the right to be in the United Kingdom (UK). See How to treat partners in benefit claims for NINo purposes.
41. The eDCI1 in these cases will be returned to the originator with the refusal reason noted 'immigration status invalid' (Code 5), stating that a NINo has been refused.
42. Although in these cases, the partner will not be allocated a NINo, this should not affect how the claim is processed and all appropriate information must be taken into account as per benefit processes.

43. See How to treat partners in benefit claims for NINo purposes for further details.

Referring cases for fraud investigation

1. Refer a case using the Fraud Referral Form if you cannot confirm the customer/partner's identity and:
 - the documents provided by the customer/partner appear to be suspicious - see NINo Instructions Documentary evidence and checks for more information
 - the customer does not attend NINo evidence of identity interviews
 - two notified visits are ineffective
2. If you suspect fraud about the identity of any person intending to claim or to be included in a claim for benefit, do not alert the customer/partner. XX
XXXXXXXXXX, XXXX XXXX XXX XXX XXXXXXXX XXXXXXXX XXXXXXXXXX.
[Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]

How to treat partners in benefit claims for NINo purposes

Scenario 1 – Legally in the UK but no recourse to public funds and/or Right to Work

A claim for Income Support is received from a man (United Kingdom [UK] resident). His wife is the partner in the claim to benefit. The wife is legally entitled to be in the UK but she has no recourse to public funds and/or no right to work (RTW). In this case as the wife is a partner in a claim to benefit she can **still be allocated a National Insurance Number (NINo)** and the claim can be progressed. However **no payment** should be made in respect of the wife, due to her immigration status but any income or capital she has will be taken into account.

Scenario 2– Illegally entered the UK

A claim for Income Support is received from a man (UK Resident). His wife is the partner in the claim to benefit. However the wife entered the country illegally. In this case information would be requested from both the husband and the wife to progress the claim, however as the wife is classed as an illegal immigrant we would **not issue a NINo** and **no payment** should be made in respect of the wife and any income or capital she has will be taken into account.

Scenario 3– Legally entitled to be in the UK

A claim for Income Support is received from a man (UK Resident). His wife is the partner in the claim to benefit. The wife is legally entitled to be in the UK and has an individual entitlement to a NINo. In this case as the wife is a partner in a claim to benefit she **can be allocated a NINo** and the claim can be progressed. **Payment should be made** in respect of the wife and any income or capital she has will be taken into account.