

Contact centre appointment booking process

Background and general information

National insurance numbers

1. For general information and background regarding National Insurance Numbers (NINo) see Introduction.
2. The contact centre (CC) will be the first point of contact for many people who want to apply for a NINo. Contact will be made by telephone. Applicants who are eligible for the fastpath process, or who require a NINo for a benefit claim will be routed appropriately.
3. If an interpreting service is required when dealing with a call, and there are no staff available with required language, thebigword must be used as they provide the Department for Work and Pensions (DWP) telephone interpreting services.
4. The Equality Act 2010 requires DWP to make reasonable adjustments for disabled people when doing our work. This includes making reasonable adjustments to how DWP communicates with applicants. You must consider any physical or mental conditions and identify if an applicant needs a Reasonable Adjustment to be put in place. Any Reasonable Adjustment must also be consistently applied.
5. Further details about delivering Equality for applicants including reasonable adjustments and alternative formats can be found in the Equality Act 2010 - Access to Services.
6. Instructions on how to arrange for these to be provided are in the Communications Support Services Guidance.

Evidence of identity and right to work interview

7. In most adult applications for a NINo, the applicant will be required to attend an evidence of identity (EOI) interview. At the interview, the applicant must provide appropriate documentary evidence of identity.
8. The applicant must also prove their right to work (RTW) by providing appropriate documentary evidence.

Note: The evidence provided at the EOI/RTW Interview may be the same document, for example, European Union/European Economic Area (EU/EEA) passport or identity card.

Initial contact - reason for call and core questions

9. The applicant must be asked the following four core questions in strict order, for the agent to identify the appropriate route for them to obtain a National Insurance Number (NINo):

| Step | Question | Supplementary question / info | What | Why | Other information |
|------|-------------------------------|-----------------------------------------------------------|---------------------------------------|---------------------------------------------------------------------|------------------------------------------------------------------|
| 1 | Are you living in the UK now? | Yes – go to step 2 No – tell the applicant that an | To identify if applicant is in the UK | Cannot book appointments for applicants who have not yet arrived in | Tell applicant to phone again when they arrive in UK. If for any |

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|---|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| | | appointment can only be booked when they arrive in the UK | | the UK or calling from outside the UK | reason client record already exists on LMS, give reference number |
| 2 | Why do you need a NINo? | <p>For RTW or employment purposes – go to step 3</p> <p>For benefits (including destitute because of domestic violence DDV), child benefit, tax credits, pension credit, student loans, juvenile registration – tell the applicant they will be contacted or hand off to relevant benefit section</p> <p>For bank account or ISA – go to step 3</p> | To identify the reason and appropriate route for the applicant to obtain a NINo | To take forward appropriate calls and hand off applicants requiring a NINo by another route | Tell applicant they will be contacted or hand off to relevant benefit section. |
| 3 | Have you applied for a NINo before? Do you have a reference number? | <p>Yes – take reference number, find LMS record then go to step 4</p> <p>No – go to step 4</p> | To identify if the applicant has applied before | Indicates that there may be an existing LMS record | |
| 4 | What nationality are you? Do you have dual or multiple nationalities? | <p>If EU, British or multinational – EOI interview needed</p> <p>Non EU national – continue to UK visa postal process</p> | To identify correct route for the applicant | Applicant may be eligible for UK visa postal process | Applicants with dual or multi nationalities must be told to take proof of all nationalities to their EOI interview |

10. The RTW question was removed from contact centre directorate (CCD) core questions, as we must not refuse to book an EOI interview or send a workflow for a UK visa postal application if the applicant requests one. RTW will be discussed, established and verified at the applicant's EOI interview or as part of the UK visa postal process.

Applicant states they are a European Union or European Economic Area national

11. If the applicant has stated they are a European Union or European Economic Area (EU/EEA) national, the EOI booking action core questions, must be asked for the Labour Market System (LMS) record to be found or created.
12. An applicant who is an EU/EEA national does not need a visa to enter the UK and will have the RTW.
13. The exception is Croatia, formally known as the Republic of Croatia, who joined the EU/EEA on 01/07/2013. Croatian nationals still have employment restrictions placed on them and must provide separate evidence of their RTW.
14. Complete a wildcard search on LMS to check for a record. If LMS record is not found:
- register applicant's detail on LMS - see instructions for creating an LMS record, then,
 - register the application for a NINo and book an evidence of identity (EOI) interview - see EOI interview needed for instructions on both of these things.

Note: Tell applicants with dual or multi nationality to take proof of all nationalities to their EOI interview.

Applicant states they are a Non-European Union or European Economic Area national

15. Under the biometric residence permit (BRP) process, individuals applying to live and work in the UK are issued with a 30 day vignette sticker in their passport and have to collect their BRP within a specified time of arrival in the UK.
16. Applicants may present one of the following documents when applying for a NINo:

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|--------------------------------------------------------|----------------------------|
| 30 day travel visa stamp | see UK visa postal process |
| BRP, applied for out of the UK and collected in the UK | see UK visa postal process |
| BRP, applied for and issued in the UK | see EOI interview needed |
| Residence permit (not BRP) | see EOI interview needed |
| Old style visa | see UK visa postal process |

17. NINo provision and CC staff must identify which documents the applicant has to determine the NINo application route.
18. UK visa postal process core questions must be asked before an LMS client record is created. When created, complete an LMS conversation, providing details of:
- visa type

- country of origin
- additional information
- workflow to GLP visa application team

Note: See UKVPP Visa Conversation Template for further details.

19. Send an LMS workflow to the Glasgow NINo centre (NC) stating the applicant's LMS reference number and full name, whilst the client record is open. The NC will register the NINo application.

To create a new LMS record

20. Always perform a wildcard search before setting up a new client record.

21. If a client record with a NINo already exists on LMS and this record is definitely for the applicant, **do not** disclose the NINo to them. The applicant must be referred to the Her Majesty's Revenue & Customs (HMRC) Contact Centre for verification.

| Step | Action |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | In LMS, click Client |
| 2 | Amend Location to National |
| 3 | Select SelAll |
| 4 | Enter the initial 3 letters of the applicant's surname followed by % in the Surname field |
| 5 | Enter the Date of birth (DOB) in the appropriate field |
| 6 | Click Search |
| 7 | If no record found, LMS will ask if you wish to create a new record. Click Yes |
| 8 | Complete details for: <ul style="list-style-type: none"> • Title • Surname • Forename • DOB • Employment Status (enter Not known) • Pension Credit (No) • Parent Status (No) |
| 9 | Click on Address Hotspot |
| 10 | Click on the Postcode Hotspot. |
| 11 | Type in the postcode |
| 12 | Click Search |
| 13 | Select the property number or property name from the dropdown list. Click Yes Note: The address can be entered manually if the search does not provide the correct address. |
| 14 | Click on the phone number box and enter the applicant's phone number |
| 15 | Click Hide to close address box |
| 16 | If the applicant has a Correspondence Address: <ul style="list-style-type: none"> • Click NINo/RefNo • Click on Additional Addr tab |

| | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> • Click on Amend • Click on Postcode hotspot • Enter postcode • Click on Srch • Enter property number or property name • Click on Select • Tick Correspondence box • Click on Save • Click on OK • Click on Close • Click on Address/Tel No hotspot • Tick Alt Address box |
| 17 | Click on JP Non Selected and select No |
| 18 | Click Save and Ok |
| 19 | DP (Disability) marker screen appears |
| 20 | Click None or as appropriate and click Save |
| 21 | Click on Amend and change status to Inactive |
| 22 | Click save, then OK |

Evidence of identity interview needed

22. If there is an existing NINo registration do not create a new one or book a new EOI interview appointment. Instead, confirm and tell the applicant that they have an outstanding EOI/RTW appointment and if necessary print and send another appointment letter confirming the place, time and date.
23. An EOI/RTW interview appointment must be booked using Postcode Locator. The nearest or nearest alternative NINo interviewing site to where the applicant lives or is their employment address must be offered to the applicant. Only these options are to be used to book appointments.

Evidence of identity booking action - core questions

| Core questions / order | Supplementary questions / advice | What | Why |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------------|-------------------------------------------------------------------------------------------------------|
| LMS Client record set up – new or existing Name Title DOB Postcode and address Tel no Employment status Parent Any disabilities or illnesses | Set employment status to not known/inactive. | To create or validate a client record. | To ensure that the applicant's details are correct on LMS. Supports colleagues at interviewing sites. |

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| NINo/reference number hotspot used to begin registration | | | To support NINo colleagues, only one registration must be recorded. |
| Movements hotspot - within employment tab European Union or permission to work date of entry (must establish that applicant is in the United Kingdom) | | To record details about the applicant. If the applicant cannot provide answers, agent must continue and EOI interview needed. | To support the application for a NINo. |
| Interview tab Special arrangements Interpreter (required or own interpreter attending) Mobile interview/Nino Customer Adviser (NCA) tick box/automatic workflow | | To establish if the applicant has any special requirements. | Supports colleagues at interviewing sites. |

24. Mobile interview is a function that is rarely used by Contact Centre agents, as it is mostly used for home visits/benefit inspired applicants, handled by the NINo Centres. However, currently as a Scotland only arrangement, the mobile interview/NCA tick box and use of the admin button to create a workflow should be used by CCD agents when booking a rural/SLA appointment.

Note: this is currently a Scotland only arrangement.

Booking an evidence of identity interview

25. Ask the applicant to bring their documentation to the interview which will support their NINo application. To book an evidence of identity interview:

| Step | Action |
|------|----------------------------|
| 1 | Open NINo Postcode Locator |

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| 2 | Insert first part of applicant's postcode in box and click Search. This will bring up nearest interview office |
| 3 | Open LMS with View Client Details window showing |
| 4 | Click on NINo/RefNo hotspot, NINo Application screen appears |
| 5 | Proceed to Register, click Yes. NINo Application window will appear |
| 6 | Select EOI from App Type dropdown menu |
| 7 | Select Right to work from App Source dropdown menu |
| 8 | Select None from Related Ben dropdown menu |
| 9 | Click Save |
| 10 | Click OK, click No |
| 11 | Click on Emp tab, click on Movement hotspot. |
| 12 | Enter applicant's date of entry to the UK |
| 13 | Click on Interview tab |
| 14 | Click on Amend |
| 15 | From Needs identified dropdown menu select: <ul style="list-style-type: none"> • No, if Interpreter is not required, select Not required from language dropdown menu. • Yes, if an interpreter is required. Select language required from language dropdown menu. For example, Spanish, Polish. |
| 16 | Click Save, click OK |
| 17 | Click Book, the Complete appointment window will open |
| 18 | Click Search, highlight the relevant appointment at the interview office that corresponds with Postcode locator tool |
| 19 | Click Book, in pop up box, tick passport and valid identity card boxes, click Save |
| 20 | Print the appointment letter by clicking on PrtLtr and click OK |
| 21 | Click Close and then Close NINo application box, to get back to Client details screen |
| 22 | In conversations paste EOI Template and input necessary information |
| 23 | Tell applicant the LMS number |
| 24 | Close Client details window |

Note: The LMS search function must not be used to book NINo appointments in any instance.

List of EU/EEA countries:

26. Except Croatia, nationals from European Union (EU), European Economic Area (EEA) countries and Switzerland can enter and work in the United Kingdom without restrictions, just like British citizens. Croatian nationals can enter the UK but have workers restrictions placed on them.
27. Switzerland is neither an EU or EEA member but is part of the single market. This means Swiss nationals have the same rights to live and work in the UK as other EU/EEA nationals.

| European Union (EU) | European Economic Area (EEA) |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Austria Belgium Bulgaria | The EEA includes the EU countries and: <ul style="list-style-type: none"> • Iceland • Norway • Liechtenstein It allows them to be part of the EU's single market. |
| Croatia - Croatia joined the EU on 01/07/2013 but Croatian nationals have workers restrictions placed on them. | |
| Czech Republic | |
| Cyprus | |
| Denmark | |
| Estonia | |
| Finland | |
| France | |
| Germany | |
| Greece | |
| Hungary | |
| Ireland | |
| Italy | |
| Latvia | |
| Lithuania | |
| Luxemburg | |
| Malta | |
| Netherlands | |
| Poland | |
| Portugal | |
| Romania | |
| Slovakia | |
| Slovenia | |
| Spain | |
| Sweden | |
| United Kingdom | |

Visa postal application process

| Step | Action |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | If the applicant is a non EU/EEA national ask UK Visa Postal core questions |
| 2 | Following these questions, if the applicant is identified as unsuitable or has an invalid visa follow the Evidence of Identity (EOI) interview process |

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|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | If the visa or Biometric Residence Permit (BRP) is considered valid and has been applied for in the UK and collected in the UK then follow the EOI interview process. |
| 4 | If the applicant has a 30 day travel document (vignette) or a valid visa or BRP that was applied for outside the UK and collected in the UK then create an LMS record and update it. Then workflow the case to the NC. |
| 5 | Send a workflow to NINo centre (NC) and advise applicant they will receive an application form in the post in the next 5 to 7 days. |
| 6 | If the applicant has an old style Residence Permit, then follow the EOI interview process. |

Visa postal process – core questions

| Core question | Supplementary questions | What | Why |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>LMS Client record set up – new or existing</p> <p>note: agent must not use the NINo or reference number hotspot, registration not required for United Kingdom Visa Postal Process (UKVPP)</p> <p>Validate by asking the applicant to verify details.</p> | <p>Name Title DOB Postcode and address Phone number Employment status Any disabilities or illnesses</p> | <p>To create or validate an LMS record</p> | <p>To make sure that the applicants details are correct on LMS.</p> <p>Supports colleagues at NC and interviewing sites</p> |
| <p>What type of visa do you have?</p> <p>Is the visa current? Has the visa date expired?</p> <p>Where did you obtain your visa?</p> | <p>If expired, continue to booking an EOI interview.</p> <p>Was it in your home country or has it been updated in the UK?</p> | <p>To identify eligibility for UKVPP process. To gather information to support NC with the NINo application.</p> <p>Applicant must have obtained visa in their home country. Central Reference System (CRS) does not hold data on visas updated in the UK.</p> | <p>For applicants with a UK residence permit or BRP, applied for and issued in the UK, an EOI interview needed.</p> <p>For applicants potentially eligible for UKVPP, the agent must gather information to input in LMS conversations, supporting the relevant NC</p> |

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| | | <p>If applicant holds a UK residence permit they are not eligible for the UKVPP, refer to EOI process.</p> <p>Asylum seekers are not eligible.</p> | <p>Note: if the applicant cannot provide any of this information, the agent must continue with the application.</p> <p>note: questioning may result in reverting to EOI Booking action.</p> |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Features of a Biometric Residence Permit:

- Holder's digital image
- Holder's name
- Valid until – this is the date the permit expires. This date is at the end of the time the holder is allowed to stay, or 5 or 10 years if the holder has been given permission to settle in the UK (known as indefinite leave to remain)
- Place and date of issue – this is UK followed by the date the permit was issued
- The immigration category the holder is in, for example student
- Remarks – these are the immigration entitlements for the length of the holder's stay, and might continue on the back of the permit
- ZU123456 – the unique permit number
- Holder's signature
- Biometric chip
- Holder's gender
- Holder's date and place of birth
- Holder's nationality
- Remarks – this is a continuation of immigration entitlements for the length of the holder's stay (see 6 above)
- Machine readable zone (MRZ) – this area allows information printed on the permit to be read quickly by machine



| Step | Action |
|------|--------------------------------------------------------------|
| 1 | Paste UKVPP template and applicants details in Conversations |
| 2 | Click Queue at bottom right of LMS screen |
| 3 | Create New Workflow Queue action will appear |
| 4 | Select Contact Client from Action type dropdown menu |
| 5 | Set Required date to Todays date |
| 6 | Select Low from Priority dropdown menu |
| 7 | In Description box, enter title, full name and LMS number |
| 8 | Select Team from Queue To dropdown menu |
| 9 | Click Select |
| 10 | Select Other Local Office from Office dropdown menu |
| 11 | Enter GLP Mnemonic in Mnem box, click Enter |
| 12 | Click Srch box |
| 13 | Highlight Visa application team from Team list |
| 14 | Click Select |
| 15 | Click Queue |
| 16 | Close Client details |

Note: Some non EU/EEA applicants may still be required to attend an EOI/RTW interview, for example, those with a residence permit (not BRP). The relevant NC will decide if this is applicable.

28. The applicant must provide copies of the bio data page of their passport and the Home Office (HO) document (visa, 30 day vignette, BRP or Residency Permit) they have been issued.

Non evidence of identity fastpath applications

29. Some NINo applications have different processing arrangements. Fastpath applications are processed without the need for an evidence of identity (EOI) interview. When the application is employment inspired, verification of an applicants RTW is still a requirement if the applicant will be working in the UK.

30. There are currently many fastpaths which are dealt with in different ways. However, contact centre (CC) staff are not able to identify all of them when taking the call.

Note: You may identify the more obvious types of fastpaths for example, asylum seekers or National Health Service (NHS) professional staff.

31. If the caller requires a NINo and meets the criteria for a fastpath application, tell them to ask their employer to ring Glasgow NC on 0345 641 5047 for advice.

Note: There is no process to allow CC staff to establish if an employer would meet the criteria for fastpath or not.

Juvenile registration - 15 years 9 months to 20 years old

32. When a claim to Child Benefit (CHB) is made with Her Majesty's Revenue and Customs (HMRC), information is sent automatically from the CHB computer system to Customer Information System (CIS) to:

- allocate a Child Reference Number (CRN)
- set up a CIS record

33. Most young people, that CHB is payable for, are automatically issued with a National Insurance Number (NINo) at age 15 years 9 months, this is called juvenile registration.

Missed juveniles

34. A missed juvenile is someone that CHB was payable but whose NINo was not automatically issued at age 15 years and 9 months, but still requires one.

35. A missed juvenile will be a young person under the age of 20 that someone has previously claimed CHB

36. If the young person has presented a low level NINo (currently not verified) they must be told to contact HMRC NI Registrations Helpline to request a CA3499 in employment inspired applications.

37. CA3499 to the applicant for completion and return. NINo Registrations will:

- check the CHB computer system for a match to a CIS record
- create a National Insurance Pay as You Earn Service (NPS) (formerly National Insurance Recording System 2 (NIRS2)) record if there is a match
- send a letter containing the NINo to the applicant.

38. If there is no match, the applicant will be referred back to the Department for Work and Pensions (DWP) to initiate the adult registration process, see contact centre directorate (CCD) core questions. Normal adult registration procedures must be followed in EOI/RTW interviews.

39. Information is removed from the CHB computer system on the child's twentieth birthday. If the enquiry is made when the applicant is 20 years of age or over, the application must be processed as an adult application.

40. If an applicant presents a low level NINo (currently not verified) and they are over the age of 20, not a missed juvenile, they must be told to provide evidence of their identity and must be booked an EOI interview.

Children of Her Majesty's Forces personnel serving abroad

41. Children of Her Majesty's Forces (HMF) Personnel serving abroad, where CHB is in payment through their HMF paymaster may also miss the automatic juvenile registration process.

42. If a child or parent contacts a DWP office to enquire about a NINo, direct them to the HMRC NI Registrations Helpline for further advice.

Third parties and employer requests

Request by an employer for multiple National Insurance Number appointments to be booked

43. If an employer phones and requests that appointments are booked for a number of their staff, a maximum of 9 bookings can be made by a Contact Centre.

44. The employer needs to remain on the line whilst the relevant process and core questions are completed for all intended individual applicants.

45. All applicants must be already in the United Kingdom (UK); registrations must not be created for applicants who are not in the UK even if the caller states there are fixed dates of arrival and/or starting dates for their employment.

46. If an employer phones and requests that appointments are booked for 10 or more of their staff then, send employers details to the relevant Hub site based on the employers address and postcode.

| Step | Action |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Select Queue from LMS homepage |
| 2 | Change Action type to JP other |
| 3 | In Description box, type: <ul style="list-style-type: none"> • Callers name • Company name • Number of NINo interviews requested • Contact phone number |
| 4 | Select Team from Queue dropdown menu, click Select |
| 5 | Select Other local office from Office dropdown menu |
| 6 | In MNEM box, type the mnemonics of the regional hub in the postcode locator tool |
| 7 | Click enter |
| 8 | Click Srch box, highlight NINo hub admin from list and click Search |
| 9 | Change Priority to High |
| 10 | Click Queue |

Request by a third party for multiple NINo appointments to be booked

47. There are a number of companies that facilitate foreign nationals' settlement in the UK by offering assistance to arrange bank accounts, accommodation or applying for a NINo, for a fee.

Note: Making a charge for these services is legitimate and therefore not illegal. The Department for Work and Pensions (DWP) has no special arrangements with any company in order to assist them or their customers in obtaining a NINo via an EOI/RTW interview, fastpath or any other NINo process. This includes the bulk issue of forms, request for group interviews, where more than one applicant is seen at the same time. Special arrangement or preferential treatment cannot be negotiated, agreed or entered into.

48. If a third party wishes to register more than one NINo application then the caller must remain on the line whilst the process and core questions are completed for all intended individual applicants.

49. All applicants must already be in the UK. Registrations must not be created for applicants who are not in the UK even if the caller states there are fixed dates of arrival.

50. If the third party gives the same address or contact details for the applicants then proceed as normal but a Doubt Notification form must be completed with as much detail as possible and referred to the NIU

Note: At this stage the Doubt Notification relates only to the general circumstances not specific applications so only one Doubt Notification is required.

NINo upgrade or activation

51. If the applicant has been referred by Her Majesty's Revenue and Customs (HMRC) or is identified in some other way that their National Insurance Number (NINo) requires upgrading, an evidence of identity (EOI) interview must be booked.
52. These applicants must attend an interview to establish their identity.

Change of circumstances

National Insurance Number application has not had a decision made on it

53. If an applicant phones and states they wish to report a change in their circumstances, for example, they have changed address, but a decision has not yet been made on the application, which means it has not been refused, traced, upgraded or allocated on the Labour Market System (LMS):
- Contact Centre (CC) staff must not update the applicant's personal details in LMS.
 - Tell the applicant that they must phone or write to the appropriate NINo centre (NC) dealing with their application with the details of the change.

Note: if writing they must include their full name, date of birth and LMS reference number if known. LMS details will only be amended if the applicant intends to book a new appointment. See NINo centre contact details.

NINo application has had a decision made on it

54. If an applicant phones and states they want to report a change in their circumstances for example, they have changed address, and a decision has been made on the application. This means it has been:
- refused
 - traced
 - upgraded or,
 - allocated on LMS.
55. CC staff must not update the applicant's personal details in LMS unless it is appropriate to instigate a new application for a NINo, which means the previous application was refused. Standard processes will then apply.
56. If the application was employment inspired and the applicant has:
- been allocated a NINo
 - had their NINo upgraded or,
 - a NINo has been traced

Tell the applicant to contact Her Majesty's Revenue and Customs (HMRC) National Insurance (NI) Registration Helpline on 0300 200 3502.

57. If the application was benefit inspired and the applicant has:
- been allocated a NINo
 - had their NINo upgraded or,
 - a NINo has been traced

Tell the applicant to contact the appropriate benefit team dealing with their claim.

Other reasons for call

Rearranging an appointment

58. If the EOI/RTW interview has not been conducted and the applicant no longer requires this appointment but still wishes to continue with their application for a NINo, the applicant must be encouraged to rearrange their appointment.
59. Contact centre (CC) staff must only rearrange EOI/RTW interview appointments. If the application is benefit inspired then the applicant must contact the phone number on the appointment letter which instructs the applicant to contact the NINo Centre (NC) or the interview site.
60. To rearrange an appointment:

| Step | Action |
|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Take applicant details and confirm all security questions |
| 2 | Click NINo/Ref No tab in customers details screen |
| 3 | Check in Registrations tab that appointment is not registered as benefit or student loan. Note: redirect applicant to appropriate phone number if for benefit or student loan. |
| 4 | Inform the applicant that to cancel or re-arrange an EOI appointment, you have to cancel the original first. They may lose their original appointment time if no suitable alternatives are found. |
| 5 | Click Interview tab |
| 6 | Click Wdraw tab, select Yes |
| 7 | Select NINo application withdrawn |
| 8 | Click OK |
| 9 | Click OK |
| 10 | To book next available appointment, see booking an EOI |

61. If the applicant cannot or will not rearrange their appointment they must be made aware of the following options that are available to them:
- the applicant may withdraw their current application and will have to reapply at a later date when they know their availability
 - they can leave this appointment outstanding but tell the applicant that unless they call back prior to the appointment time and date with details of when this appointment can be rearranged, the application will be treated as a failed to attend and will therefore be ended on this occasion.

Applicant wants a different location for their interview

62. If the applicant wants to rearrange an appointment for a different location, for example close to their place of employment, CC staff must take the following action:

| Step | Action |
|------|----------------------------------------------|
| 1 | Select Interview tab on LMS NINo application |
| 2 | Select ReArr |

| | |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3 | Note reason for re-arranging and appropriate notes |
| 4 | Select ReArr |
| 5 | Input an alternative post code if the applicant can advise of one in Postcode Locator or select the office hotspot to search for an interviewing site. Any alternative post code must remain close to the applicant's home address or place of employment. |
| 6 | Select Search |
| 7 | Agree convenient time and date with applicant |
| 8 | Follow normal EOI booking process |

Note: Contact centre staff can only rearrange EOI/RTW interview appointments. If the application is benefit inspired then the applicant must contact the phone number on the appointment letter which instructs the applicant to contact the NC or the interview site.

Evidence of identity interview outstanding or recently conducted

63. Check LMS to see if a NINo EOI/RTW interview has already been booked or recently conducted for the applicant. Do this by clicking on the O/S Int hotspot.

Withdraw application - no interview has taken place

64. An applicant may verbally withdraw their application for a NINo prior to an EOI/RTW interview taking place. The applicant's EOI/RTW interview appointment must be withdrawn on LMS to allow the time and date to become available for another applicant and to make sure that the application is ended. For further information, see LMS user guide.

Withdraw application – interview has taken place

65. If the EOI/RTW interview has taken place, the applicant must request in writing that their application is withdrawn. Tell the applicant which NINo Centre to send the written request to.

Enquiries received from applicants in relation to their National Insurance Number card

66. Her Majesty's Revenue and Customs (HMRC) no longer issue replacement National Insurance Number (NINo) RD3 cards or new NINo cards to adult applicants.

67. New adult NINo applicants will be notified of their NINo via the decision letter.

68. If an applicant phones the Department for Work and Pensions (DWP) requesting confirmation of their NINo or a replacement card they must complete a CA5403 application form available from HMRC at www.hmrc.gov.uk.

69. If the applicant thinks they already have a NINo but cannot remember it, they must contact the HMRC National Insurance (NI) Registration Helpline on 0300 200 3502 and ask for a letter of confirmation of their NINo or for a form CA5403 to complete.

Referrals from HM Revenue and Customs

70. HMRC contact centre will not be able to deal with an applicant's enquiry for confirmation of their NINo if the applicant:
- cannot satisfy HMRC with regard to their identity
 - has an unsafe address
 - does not have a NINo or
 - has a NINo which is not National Insurance Pay as You Earn Service (NPS) maintained, see NINo upgrade

Applicant over pension age

71. If a person over pension age is working, they are not liable to pay National Insurance (NI) contributions themselves. However, there is a secondary liability for the employer if the employee's earnings reach or exceed the lower earnings limit.
72. In this type of case, registration onto NPS is required to make sure that contributions paid by the employer are recorded. For this to happen, the employee must apply for a NINo.
73. If an applicant over pension age requests a NINo as they want to work or are in work, they are still required to satisfy the right to work (RTW) condition.
74. If the applicant is not working and does not intend to work but has the RTW in the UK, they are still entitled to apply for a NINo.
75. If the applicant is an EU/EEA national, an EOI interview is needed and must be booked. If the applicant is a non EU/EEA national then the normal visa postal application process arrangements must be followed.

Applicant has or may have a NINo from the Isle of Man

76. An Isle of Man (IOM) NINo is formatted the same as a UK NINo. It will always begin with MA and is valid for use in the UK, however it must be recorded on CIS and maintained on NPS (formerly NIRS2).
77. It is possible that an applicant originated in the UK and moved to the IOM and may already have a UK NINo. If this is the case, tell the applicant to use the UK NINo.
78. If an applicant phones the Contact Centre (CC) and:
- does not know their IOM NINo or
 - quotes an IOM NINo, their identity must be established and a normal EOI interview is needed.

Applicant has or may have a NINo from the Channel Islands

79. A Channel Island NINo is formatted the same as a UK NINo, however it will always begin with JY or GY.
80. A NINo that has a JY or GY prefix it is not valid for use in the UK unless it was first used in the UK pre 6 April 1975
81. Until 6 April 1975, applicants entering the UK from Guernsey and Jersey were able to use their Channel Island NINo to create a maintained NIRS (now NPS) account. Only these GY and JY numbers are valid and P14s and so on, will be accepted by HMRC.

82. If a NIRS or NPS account for a JY or GY prefix number does not exist, the applicant needs to apply for a UK NINo and an EOI interview is needed. The applicant's identity must be established and a UK NINo allocated.
83. It is possible that an applicant originated in the UK and moved to the Channel Islands and may already have a UK NINo. If this is the case, tell the applicant to use the UK NINo.

Applicant states they are working or want to work in the UK - including self-employment

84. LMS refers to EOI interviews only however, for employment inspired applications this interview is also used for evidence of RTW.
85. Applicants who require a NINo for employment or self-employment purposes must provide evidence that they have RTW in the UK at the EOI interview.
86. In the case of EU EEA nationals that will be their passport or ID card except where the applicant is Croatian – see Croatian Nationals for more information.
87. Where the applicant has indicated they want to apply for a NINo for RTW purposes, DWP then considers the application against the remaining NINo criteria after the customer has been interviewed and the application is received at the NINo Centre.

Applicant is a student and needs a NINo to apply for a Student Loan

88. If the applicant states they need a NINo to apply for a student loan, tell them that the Student Loan Company will initiate the application.
89. An applicant applying for a NINo on the basis of their student loan will have been sent a letter by the Student Loan Company (SLC). This letter confirms that the student is entitled to a student loan, but not that they are entitled to a NINo.
90. Student loan inspired applications do not have to satisfy the RTW condition, but the applicant does have to prove their identity and their right to reside in the UK.
91. The applicant's right to reside in the UK will be established by the SLC before any Jobcentre Plus involvement. Our only responsibility is to establish their identity.

Applicant has claimed a benefit

92. If the applicant states they have claimed any benefit, including non DWP ones, for example, Child Benefit, Tax Credits, Council Tax Benefit, and so on, tell them that the office processing their claim will initiate the application for a NINo.

Applicant states they are destitute because of domestic violence

93. From 1st April 2012, the Home Office have allowed people who are in the UK under a family visa and who would otherwise be destitute because of domestic violence, exceptional leave to remain for a period of 3 months to allow them to have recourse to public funds while they are applying for a

settlement visa. This means that they will be entitled to a NINo and benefits for three months.

94. These calls must be treated appropriately if it is established at the point of call that the applicant is subject to the Destitute Domestic Violence (DDV) Concession.
95. If it is established that the applicant has claimed benefit or wishes to claim benefit under the DDV concession rules, hand them off to the relevant benefit area, using the appropriate call handoff template on FIND.
96. If the applicant states their application is RTW inspired, book an EOI interview, noting LMS accordingly, although most applications are likely to be benefit inspired in these circumstances.

Right to work established

97. Once the applicant has confirmed that the NINo application is right to work (RTW) inspired, create an LMS record and book an EOI interview.
98. If a client record with a NINo already exists on LMS and this record is definitely for the applicant, **do not** disclose the NINo to them. The applicant must be referred to the Her Majesty's Revenue & Customs (HMRC) Contact Centre for verification.

Applicant does not have the right to work

99. If the applicant states they do not have the RTW then the applicant must be told that the application will not be successful because they have not obtained the RTW from the Home Office, however the applicant can proceed with the application.
100. If registered on LMS as the applicant wishes to proceed with an application, a note in LMS conversations must be created stating, RTW – applicant has stated they do not have right to work.

Voluntary Class 3 contributions

101. If an applicant enquires about paying voluntary Class 3 contributions, direct them to HMRC to check if it would be beneficial for them to pay voluntary contributions. The written response from HMRC must be brought to any subsequent interview booked.
102. If an applicant wishes to pay voluntary contributions, an EOI interview is needed. The decision to allocate a NINo will depend on the applicant having the RTW in the UK.

Former Gurkhas and their dependants - Gurkha resettlement programme

103. Gurkhas are nationals from Nepal who are recruited to serve in the British Army. They remain nationals of Nepal throughout their military service but in all other respects are full members of Her Majesty's Forces (HMF).
104. The government announced on 30 September 2004 that all Gurkhas discharged from HMF on or after 1 July 1997, and with at least four years service, are able to apply for settlement in the UK. This settlement agreement has now been expanded to cover Gurkhas who were discharged before 1 July 1997.

105. A controlled settlement programme is in place to assist former Gurkhas and their dependants immigrating to the UK. NINo applications through the controlled settlement programme are channelled to the Glasgow NINo Centre (GNC) by the Ministry of Defence (MoD) however it is not mandatory for the former Gurkhas to use this route.
106. Any other applicant from Nepal that phones a Contact Centre (CC) to apply for a NINo must be treated in the same way as with other non EU/EEA nationals applying for a NINo and must not be referred back to the MoD or to the Glasgow NINo Centre.
107. Diligence must be applied on LMS Client Searches or creating LMS Client Records for former Gurkhas as Nepalese names can be the same or very similar, with the same or very similar dates of birth for example, Gurung 01/01/19##. With the Resettlement Programme many former Gurkhas will probably also be living initially within one geographical area.

Gurkhas still serving in Her Majesty's Forces

108. From December 2005 applications from Gurkhas must be treated as a fastpath application for a NINo and also registered on the National Insurance Pay as You Earn System (NPS). The Army Liaison Officer, or similar, will liaise directly with the appropriate NC to arrange allocation of a NINo.

Financial products

109. Some financial products, for example bank accounts, Individual Savings Accounts (ISAs), require the provision of a NINo for HMRC tax purposes before an ISA or bank account can be opened.
110. If an applicant advises that they need a NINo for these financial products, the applicant must still have the RTW in the UK and;
- if the applicant is an EEA/EU national then an EOI or RTW Interview must be booked.
 - if the applicant is not an EEA/EU national then the visa postal application process must be followed.

Applicant living or likely to be living abroad

111. People who live outside the UK sometimes require a NINo for benefit purposes or in order to register to pay UK National Insurance Contributions.
112. This group may include:
- people who live and work outside the UK but are subject to UK Social Security legislation under the provisions of the European Community (EC) Treaty, a Reciprocal Agreement or a Double Contribution Convention
 - people who live outside the UK but who come each day to work in the UK.

Note: You do not need to decide whether a person is in one of these groups.

113. If the applicant is not resident in the UK at the time they apply for their NINo, the international caseworker team, at Longbenton will provide the applicant with advice on if the person should apply for a NINo. They can be contacted on:

- from the UK by phoning 0300 200 3506
 - from abroad by phoning +44 191 203 7010
 - non residential oil rig workers in UK sector of continental shelf 0300 056 0858.
114. The international caseworker team give advice about UK NI contributions for applicants who are living or moving abroad.
115. The international caseworker team have two specialist sections depending on the country involved. The sections are:
- EU Operational Team dealing with NINo enquiries from applicants living or moving abroad within the European Economic Area countries.
 - rest of the world operational team dealing with NI enquiries from applicants living or moving abroad to countries with whom the UK has a reciprocal agreement on social security or a non-reciprocal country.
116. If the applicant does not reside in the UK but works for a UK based employer for example, Club Med, Eurocamp and Eurosites, an application for a NINo must be processed as an employment inspired application and a UK NINo must be allocated providing EOI and RTW are satisfied.
117. If the international caseworker team decides that the applicant does require a NINo, their details will be referred to Glasgow NINo Centre (NC) for application and allocation action.

Mariners, fishermen and share fishermen

118. Certain foreign mariners, fishermen and share fishermen who are resident overseas, can be subject to UK Social Security legislation under the provisions of the European Community (EC) Treaty, a reciprocal agreement or a double contribution convention.
119. If a foreign seafarer (mariners, fishermen and share fishermen) who is resident outside the UK wishes to apply for a NINo, seek advice from HMRC marine national insurance contributions based in Cardiff to confirm liability. They will refer the case to the international caseworker team. This information can be found on the HMRC website.
<http://www.hmrc.gov.uk/cnr/seafarersni.htm>.

Fraud and security

Doubt notification referral to national identity unit

120. If at any point, during or following the call, you have any suspicions about a caller or the details and information provided by the caller then a National Insurance Number (NINo) Doubt Notification form must be completed by a team leader or site coach on your behalf as soon as possible following the call, and sent to the national identity unit (NIU) shared mailbox.

Mail received incorrectly - postal security incident reporting form

121. If a member of the public notifies the department that they have received mail at their address in relation to a NINo application for a person unknown to them, compose an email detailing the security incident. The email must be sent to the appropriate local security advisor regional team.

An electronic copy must also be sent to the national identity unit (NIU) shared mailbox.