

Isle of Man applicants

Background

1. An Isle of Man (IOM) National Insurance Number (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 first needs to be recorded on CIS and to do this the applicant must attend an evidence of identity (EOI) interview. A person from the IOM does not need a passport to enter the UK.

Contact Centre agent

2. If an applicant phones the Contact Centre and states they are from the IOM they must be booked an EOI interview.
3. The applicant must be advised that they need to provide their IOM NINo during the interview.
4. The IOM NINo should not be used to create the record in LMS.

Interviewing officer

5. The interviewer must follow the EU/EEA Right to Work Application procedure for the EOI interview. Additionally, the interviewing officer must annotate 'IOM case' at the top of Page 1 of the CA5400 and at Part 4: Other information, record the IOM NINo and the applicant's last address in the IOM. If the IOM applicant does not know their IOM NINo they must be asked to phone the IOM Treasury Department on 01624 685400 to request it during their interview. If the IOM Treasury Department has confirmed that the applicant does not have a NINo, record this fact at Part 4: Other information. If the IOM treasury department provide the applicants NINo when the applicant phones, record this NINo in part 4: other information.

Note: It will not be possible to confirm the right to work (RTW) at the EOI site as further checks must be completed by decision maker in the NINo Centre (NC). The prefix to the LMS reference number must never be applied to this type of application.

Decision maker

6. In addition to checking the evidence supplied by the applicant, you must complete the following action to confirm identity and RTW and that the IOM NINo belongs to the applicant:

Step	Action
1	Check for the IOM NINo recorded at Part 4: Other information of the CA5400. If it is stated the applicant does not have an IOM NINo, this must be confirmed by phoning the IOM Treasury Department on 01624 685400. If the applicant does not have an IOM NINo, you need to allocate a UK NINo and register it on eNIRS, following normal processes.
2	Conduct CIS trace. If a NINo or possible NINo is found see Tracing Action

3	Confirm IOM NINo, by phoning the IOM Treasury Department on 01624 685077
4	Complete a CIS2 form (used to request a NINo Insertion on CIS) and send to CIS Frontline Services
5	Note LMS Conversations 'CIS2 completed sent to CIS Frontline Services

When updating LMS, complete the following:

Step	Action
1	LMS Trace tab in NINo hotpot, click Amend.
2	From dropdown Possible NINo found, set to Yes and enter NINo in the NINo box.
3	Set Confirmed as Correct to Yes and enter Level 1 in the Verification Level box

You must also:

1	Complete DRS, tick all boxes and click on Bulk Update, insert NINo in box and click Update
2	In CAMLite, in notes box insert the NINo and type Traced next to it, set Status to 'closed' and Case Resolution to NINo not Allocated

You do not need to register an IoM NINo on eNIRS as HMRC has an existing process for this.