



Check your tax credits award notice now

Use this checklist and notes to make sure:

- the details on your award notice are correct
- you got the money you were entitled to up to 5 April 2025
- you know what changes you need to tell us about

If something on your award notice is wrong or missing contact HMRC.

You could be charged a penalty of up to £300 if you do not report a change within one month and up to £3,000 if you give wrong information.

Are the following details correct on your award notice for you and your partner (if you have one)?

Your name and address

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Personal details

Whether you claimed as a single person or a couple (you must tell us if this changed)

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

The hours you worked a week - tell us if your hours were different, for more information read page 2

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

If you get Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Pension Credit

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

If you qualified for the disability element

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

If you qualified for the severe disability element

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Qualifying children and young people

You can no longer get the child element of Child Tax Credit for a third or later child born on or after 6 April 2017, unless one of the exceptions applies - for more information, go to www.gov.uk/hmrc/ctc-exceptions

The disability element of Child Tax Credit and the childcare element of Working Tax Credit was paid for all eligible children, even if we did not pay the individual child element for that child.

Are your qualifying children and young people details correct on your award notice?

The number of children aged 16 and under

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

The number of young people aged 16 to 20 who were in full-time non-advanced education or approved training (you must tell us if this changed, for more information read page 2)

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

The number of children you got disability element for

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

The number of children you got severe disability element for

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Childcare costs

The number of children cared for by a registered or approved childcare provider

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Your average weekly childcare costs (you must tell us if these changed, for more information read page 2)

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Are your income details correct?

Your total income for each of the tax years shown is correct (if your income changed it's important you tell us straightaway so we can make sure you were paid the right amount of tax credits, for more information read page 2)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

If you complete a Self Assessment return and you've told us your estimated income, tell us your actual income as soon as you know it.

Are your payment details correct?

The correct account details are shown

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

The payments you received from us matched the payments shown on your award notice

<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------

Did you answer Yes to all the questions?

If all the details are correct you do not need to do anything else.

Did you answer No to any of the questions?

You must tell us straightaway, if any of the details on your award notice are wrong, missing, incomplete or changed. You could have received more tax credits than you're entitled to, which we'll ask you to pay back. For more information, read 'If you think our decision is wrong' on page 2.

If you think our decision is wrong

You can go online and download a form to complete or write to us to ask us to look at the decision again. We call this mandatory reconsideration. You normally have 30 days from the date of your award notice to do this. If you have a good reason, we may be able to give you more time. When we've looked at the decision again, we'll send you a notice explaining what we've done. If you're still not happy, you can appeal to a tribunal.

In England, Scotland or Wales, you can also appeal direct to an independent tribunal without a mandatory reconsideration. If you're in Northern Ireland, you might be able to appeal direct. Search 'tax credits appeals' on GOV.UK.

If you do not understand why your payments have gone down or stopped because of an overpayment or a change in your circumstances before 6 April 2025

We may have adjusted your payments to collect the overpayment from the 2024 to 2025 year, earlier years or another claim. You can contact us if you do not think that you should pay back an overpayment.

For more information, go to GOV.UK and search for WTC8 and COP26, 'Tax credits: what happens if you've been paid too much'.

Tax credits have now ended

Although your tax credits have ended, you still need to check the details on your award notice to make sure these are accurate and complete.

Changes you should have told us about

You should have told us about the following changes within one month of the date the change happened.

Single and joint claims

You should have told us if you claimed:

- as a single person but you're now married, in a civil partnership, or living with a partner as if you're married or in a civil partnership
- jointly with your partner but you've permanently separated or your partner has died

Leaving the UK

You should have told us if you, or your partner (if you have one):

- left the UK permanently
- went abroad for more than 8 weeks or for more than 12 weeks if you went abroad because you were ill, someone in your family was ill or died
- lost the right to reside in the UK

For more information about 'right to reside', go to www.gov.uk/right-to-reside

Working hours

You should have told us if you, or your partner (if you have one):

- started working either in employment or self-employment
- stopped working and did not start another job within 7 days
- were laid off
- changed your normal working hours so that you worked less than 16 hours a week, 24 hours a week, or 30 hours a week (for couples with children, one of you must have worked at least 16 hours - you need to add your working hours together so that you can decide if you worked less than 24 or 30 hours)
- were on strike for more than 10 days in a row
- are a couple responsible for a child and you worked at least 16 hours, but your partner was no longer incapacitated, an inpatient in hospital, in prison or custody awaiting trial or sentence, or entitled to Carer's Allowance or Carer Support Payment (if you live in Scotland do not include the Carer's Allowance Supplement)

For more information, go to GOV.UK and search for WTC2.

Couples who both worked 16 or more hours a week

We could only pay Working Tax Credit to one of you so you needed to tell us who we should have paid. One of you could be entitled to National Insurance credits, so choose that person to make sure they get any National Insurance credits they may be entitled to.

For more information, go to www.gov.uk/national-insurance-credits

Children and young people

Even if you did not receive the child element for a child or young person, you should have told us if they:

- moved out to live with someone else
- started to claim Income Support, income-based Jobseeker's Allowance, Employment and Support Allowance or Universal Credit themselves
- died

You should also have told us if a young person between 16 and 20:

- left full-time non-advanced education or approved training
- reduced their attendance on a full-time non-advanced education course to 12 hours or less a week on average during term time
- started advanced education, for example a degree course
- started training provided under a contract of employment
- started paid work for 24 hours or more a week and they're not in full-time non-advanced education

Childcare costs

Even if you did not receive the child element for a child or young person, you should have told us if:

- your childcare costs stopped or your average weekly childcare costs went down by £10 or more
- you no longer used a registered or approved provider
- you started using a relative to look after your child at home
- you started getting help with your childcare costs through your employer, such as childcare vouchers or any other salary sacrifice scheme
- your child stopped going to childcare for 4 weeks or more when they would normally have gone

For more information on childcare changes, go to GOV.UK and search for WTC5.

Other changes you should have told us about

You should have told us if:

- your average weekly childcare costs went up by £10 or more
- you became responsible for another child or young person
- you, your partner or a child or qualifying young person who you're responsible for started being paid a qualifying disability related benefit which would have allowed you to claim the disability, or severe disability element of tax credits
- your normal working hours changed from less than 16 hours a week to 16 or more
- your normal working hours changed from less than 30 hours a week to 30 or more; for couples with children, it's your joint working hours that count towards the 30 hours
- you're a couple with children and your joint working hours went up to 24 or more a week
- a young person aged 16, 18 or 19 continued in full-time non-advanced education, joined an approved training scheme or registered with the careers service, Connexions, local authority support service or similar organisation within the EU

If we have paid you too much because you delayed telling us about any changes, you'll be asked to pay back any overpaid tax credits.