



Tax Credit Helpline

0845 300 3900

Minicom/Textphone

0845 300 3909

If you prefer to speak in Welsh

0845 302 1489

Text Relay service prefix number

18001

Overpayments Dispute Team

Tax Credit Office

Preston

PR1 0SB

Please use this form if you think you should not have to pay back your tax credits overpayment because you met your responsibilities but we did not meet ours.

Do **not** use this form if you need more time to pay the overpayment or wish to appeal against a decision about the amount of tax credit that you are entitled to. Please phone the Helpline instead.

If you need more information about the overpayment, please phone the Helpline.

Your responsibilities are to:

- give us accurate and up-to-date information
- tell us when your circumstances change
- check the information about your circumstances shown on your award notices and tell us if anything is wrong, missing or incomplete
- check that your payments match the amounts shown on your award notices and tell us if they don't.

Our responsibilities are to:

- give you the correct advice
- accurately record and use the information you give us
- change your award, if appropriate, within 30 days of the date we receive new information
- use the information you give us to pay you the right amounts of tax credits.

You must tell us within a month of receiving your award notice if any of the information on it about your circumstances is wrong or incomplete. You must also tell us about most changes of circumstances within one month of the change.

Your details

1 Your surname

2 Your first name(s)

3 Your National Insurance number

4 Did the overpayment you are disputing happen in a joint claim?

Yes ☐ No ☐

If Yes, please enter your partner's details.

Your partner's details

5 Your partner's surname

6 Your partner's first name(s)

7 Your partner's National Insurance number

About the disputed overpayment

8 In what tax year, or in what period, did the overpayment you are disputing happen?

This information can be found on your award notices or any letters we have sent you about the overpayment

9 Did you contact us to tell us that:

- the award notice showed wrong or incomplete personal circumstances?
- your payments did not match those shown on your award notice?

Yes

☐

No

☐

Yes

☐

No

☐

10 Do you think that the overpayment happened because:

- we didn't change your award within 30 days of you telling us about a change that reduced your payments?
- we made a mistake?
- we gave you incorrect advice?

Yes

☐

No

☐

Yes

☐

No

☐

Yes

☐

No

☐

11 For each 'Yes' box you ticked in questions 9 and 10, please give details here about what happened, when this happened and when you got in touch with us. If you need more space, please continue on a separate sheet: write your name and National Insurance number at the top and attach it to this form.

Date of contact
(if known)

Details

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12 We may need more information from you. Please enter your phone numbers below if you agree we can call you.

Daytime

Mobile

13 Please sign and date this form.

Signature

Date DD MM YYYY

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Please send this form to the address shown on page 1.
While we consider it we will stop collecting the amount overpaid.