

Adviser guide

Concentrix tax credits enquiries on behalf of HM Revenue & Customs (HMRC)

HMRC is determined to reduce the amount of error and fraud in the tax credits system. To help tackle this, HMRC has appointed a private sector supplier, Concentrix, based in Belfast Northern Ireland, which will provide additional external resource to ensure customer claims are accurate. The extra checks will help make sure people get the tax credits they are entitled to, preventing overpayments and identifying inaccurate claims and fraud.

This guide is to help you understand the types of contact Concentrix may make to customers, on behalf of HMRC, to check that they are receiving the correct amount of tax credits and help your clients take the right action within the right time.

When and how Concentrix will contact tax credits customers

Concentrix will start contacting tax credits customers nationwide from November 2014 to check that tax credit claims are correct and up to date.

Customers may be contacted by:

- letter - containing both the HMRC and Concentrix logo
- telephone – Concentrix will explain that they are working on behalf of HMRC before asking security questions

HMRC and Concentrix will never ask tax credits customers to disclose personal or payment information by email. If your client receives a HMRC related phishing/bogus email, please advise your client to forward it to phishing@hmrc.gsi.gov.uk before deleting.

Information Concentrix will ask

If your client has been contacted by Concentrix they will have been asked to confirm the information HMRC holds about them. Your client may be asked to provide further information or evidence in writing by a particular date about a range of details. This could include details about their children, child care costs, partner in the household, disability, work and hours and their income.

Please note: If your client does not reply by the date requested their tax credits award may be reviewed and changed, based on the information HMRC holds.

What will happen next?

We will use the information provided by your client to check if their tax credits award is correct. This may result in a change to the award amount and your client will receive notification of the change.

If your client has a complaint

If your client's complaint is about a Concentrix member of staff, they should contact Concentrix by either:

- calling 0345 6003130
- writing to:
Concentrix on behalf of HM Revenue and Customs
PO Box 4949
LANCING
BN11 9YS

For any other type of complaint, they should contact the Tax Credit Office by either:

- calling the tax credits helpline on 0345 300 3900
- writing to the Complaints Manager, Tax Credit Office, PR1 4AT.

Clients who wish to write should put "Complaint" at the top of the letter and include their full name and address, National Insurance number and telephone number.

If your client thinks the decision is wrong

If your client thinks the decision is wrong, they should contact Concentrix, by either:

- calling 0345 6003130
- writing to:
Concentrix on behalf of HM Revenue and Customs
PO Box 4949
LANCING
BN11 9YS

Clients who wish to write should give full details and additional evidence as to why they think the decision is wrong and include their full name and address, National Insurance number and telephone number.

Reconsideration

If your client is still unhappy after ringing Concentrix or after receiving their decision notice they may make a formal request to have the decision looked at again. We call this Mandatory Reconsideration.

The decision notice the Tax Credit Office sent you will tell you if you can ask for a Mandatory Reconsideration. The [form WTC/AP](#) tells you how to request a Mandatory Reconsideration and the timescales you have to do so. To request a Mandatory Reconsideration complete the form WTC/AP and send it back to the [Tax Credit Office](#).

A request for a Mandatory Reconsideration must be made within 30 days of when the Tax Credit Office sent you their decision.

After a Mandatory Reconsideration

Your client can appeal to an independent tribunal if they are not happy with the outcome of the Mandatory Reconsideration

The Tax Credit Office's response to your reconsideration will tell you how to do this.

Alternatively, information about the appeals process is available on the GOV.UK website: www.gov.uk/tax-credits-appeals-complaints

Protecting customer information

The security of your client's information is of utmost importance and we will ensure information is held securely. In addition to working in accordance to the HMRC Customer Charter, Concentrix and their staff are subject to the duty of confidentiality; having signed confidentiality agreements which include the criminal sanction for wrongful disclosure.

Assuring your client that the contact is legitimate

Concentrix will only ask customers to respond to them by telephoning 0345 6003130 or writing to writing to writing to:

Concentrix on behalf of HM Revenue and Customs
PO Box 4949
LANCING
BN11 9YS