


Helplines 08:00 to 20:00

 England, Scotland and Wales **0845 300 3900**

 Minicom/Textphone **0845 300 3909**

 Northern Ireland or another country
in European Economic Area **0845 603 2000**

 Minicom/Textphone **0845 607 6078**

Overpayments Dispute Team

Tax Credit Office

Preston

PR1 0SB

Please use this form if we have paid you too much tax credit and you think you should not have to pay it back.

You must be able to show that

- we made a mistake or gave you incorrect advice **and**
- it was reasonable for you to think your payments were right.

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 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, enter your partner's details below

Your partner's surname

Your partner's first name(s)

Your partner's National Insurance number

About the disputed overpayment

5 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

6 Do you think that the overpayment happened because we made a mistake?

 Yes No
7 Do you think that the overpayment happened because we gave you incorrect advice?

 Yes No
8 Did you contact us because the personal circumstances shown on your award notice were wrong or incomplete?

 Yes No

Please turn over

Why the overpayment should not be paid back

9 Please use the space here to tell us why you believe the overpayment should not be paid back.

Please tell us about any

- **changes** to your personal circumstances during the period. Please tell us what they were, when they happened, and when you told us about them.
- **mistakes** you found when you checked your award notice. Please tell us when you asked us to correct them.
- **advice** that we gave you that made you think that your payments were right.

If you need more space, please continue on a separate sheet. Please make sure you write your name and National Insurance number at the top and attach it to this form.

Date of contact (if known)	Details

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

Daytime

Mobile

11 Please sign and date this form

Signature

Date

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please send this form to the Tax Credit Office at the address shown on page 1.

We will write to let you know we have received it.

We will review our records and consider your reasons for believing that your payments were right.

While we do this, we will stop collecting the amount overpaid.