



HM Revenue & Customs

Mr W Howard
via WhatDoTheyKnow.com

Central Policy

Information Policy & Disclosure
Room 1C/23
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London
SW1A 2BQ

Phone

Fax

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DX

Date 23 January 2015
Our ref 3475/14
Your ref

Dear Mr Howard

Freedom of information Act (FOIA)

Thank you for your request, which was received on 23 December 2014, for the following information:

'Hello my wife is a Filipino Citizen and became a EEA Family member we have a child who I get Child Benefit for and have waited and not had any letters or anything off the Child Tax Department.

- 1. Can I have the email address of someone in this office so I can email and ask for information as a slightly deaf person I can not use phones and do everything with email which every single other Department in Government offers the public.*
- 2. Can you tell me even though I am British and my baby is British and I not my wife gets the Child Benefits for our Child how can the Child Tax every time we have rang say its on hold and that there not pay out due to my wife not having a Nino which has illegally been withheld against EU law from the Newport Nino office. ??? I understand your able to issue a 0000 as my wife has no Nino is this correct?*
- 3. Who is in charge of the child tax office and there contact email address and phone number for them directly to bring my issues to them as my complaint needs looking at.*
- 4. How many people are currently on hold due to one of the couples having no Nino?*
- 5. Why if the 0000 can be issued is it not issued straight away in similar cases to mine when one is British and one None EU parent?'*

I can confirm that HMRC holds information that falls within scope of your request. However, we estimate that it would exceed the FOIA cost limit to deal with it. The FOIA cost limit, which is specified in regulations, equates to one person spending 3½ working days locating and extracting all of the information within scope of the request. Consequently, under section 12(1) of the FOIA, HMRC is not obliged to comply with your request and we will not be processing it further.

Information is available in large print, audio and Braille formats.
Text Relay service number – 18001



Normally, HMRC would explore with you how you might be able to narrow or refine your request so that it did not exceed the FOIA cost limit. However, in this case, I cannot see any scope for doing this because of the number of records we would need to review.

Although your request exceeds the FOIA cost limit, we did find some readily available information, which we are providing on a discretionary basis.

You can contact the Tax Credit Office by post at Tax Credit Office Preston PR1 4AT, or by Textphone on 0345 300 3909. Information is also available via the GOV.UK website at <https://www.gov.uk/contact-the-tax-credit-office>.

In some cases where a person does not have a National Insurance number, a temporary National Insurance number may be allocated for the purposes of administration. Before entitlement to tax credits can be considered HMRC must be satisfied that a claim is valid. A valid claim should include:

- information or evidence to confirm that the national insurance number the person has provided belongs to them, or
- information or evidence to enable their national insurance number to be traced if it is unknown.

If either of the claimants do not have a national insurance number, they must apply for one. They must provide sufficient information or evidence, which will allow a national insurance number to be allocated to them by Department of Work and Pensions. There are two exceptions to this, they are:

- where an officer of the Commissioners for HM Revenue & Customs decides that the person who made the claim had a 'reasonable excuse' for not having a national insurance number or being able to provide evidence to allow one to be issued, or
- where any person who is included on a claim is subject to immigration control and falls within the meaning set out in section 115(9)(a) of the Immigration and Asylum Act 1999 and to whom a national insurance number has not been allocated.

I have included the following link to the Immigration and Asylum Act 1999
<http://www.legislation.gov.uk/ukpga/1999/33/section/115>

Only where HMRC are satisfied that a claim is valid will the allocation of a temporary national insurance number be considered.

If you are not happy with this reply you may request a review by emailing: foi.review@hmrc.gsi.gov.uk, or by post to HMRC FOI Team, Room 1C/23, 100 Parliament Street, London, SW1A 2BQ. You must request a review within 2 months of the date of this letter. It would help us carry out our review if you set out the aspects of the reply concern you and why you are dissatisfied.

If you are not content with the outcome of an internal review, you can complain to the Information Commissioner's Office (ICO). The ICO will not usually consider a case unless you have exhausted the internal review procedure provided by HMRC. You can make a complaint through the ICO's website at: www.ico.org.uk, or by post to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Yours sincerely

Mary Leeds