



HM Revenue
& Customs

Vikki Lax

By email:

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Freedom of Information Team

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Date: 24 June 2022

Our ref: FOI2022/25250

Dear Vikki Lax,

Freedom of Information Act 2000 (FOIA)

Thank you for your request, which was received on 5 June, for the following information:

“Further to your response to my recent FOI - your reference FOI2022/20773 could you please advise regarding the following questions -

What happens if the GRC holder does not give permission (for you to be notified of their change of gender) and then doesn't notify you themselves? What happens then? Can they apply for a new NI in their new identity and get a fresh one as that new legal personality?”

Our response

We do not hold the information requested. The Department for Work and Pensions (DWP) deal with adult National Insurance Number (NINO) registrations.

You may wish to redirect your request to their FOI equivalence at: freedom-of-information-request@dw.gov.uk

Outside of the FOIA

Although we are unable to answer your request, we can provide some information on a discretionary basis.

If an individual does not update their personal details with HMRC and DWP, then their records may not be matched or updated with the necessary information when we receive details in about the customer.

If you hold any further queries with regards to NINOs of which isn't a request for recorded information, please email us at: dwphmrc.nationalinsurancenumbersboard@hmrc.gov.uk

If you are not satisfied with our reply, you may request a review within 40 working days of receiving this letter by emailing foi.review@hmrc.gov.uk or by writing to our address at the top.

If you need extra support, for example if you have a disability, a mental health condition, or do not speak English/Welsh, go to www.gov.uk and search for 'get help from HMRC'.

Text Relay service prefix number – 18001

OFFICIAL

If you are not content with the outcome of an internal review you can [complain to the Information Commissioner's Office](#).

Yours sincerely,

HM Revenue and Customs