



Mr Paul Creasy

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Central Policy

Information Policy and Disclosure
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DX

Date 8 August 2016
Our ref FOI 2230/16
Your ref

Dear Mr Creasy

Freedom of information Act (FOIA)

Thank you for your request under the FOIA, which was received on 12 July 2016, for the following information:

You send letter with "Current we pay your benefits or tax credits into a Post Office card account. But we now expect you to use a bank, building society or credit union account" What legal authority do you to make someone stop using the Post Office card account and legal authority you have to bully them to open or use a bank, building society or credit union account for benefits?

Why send me letter from HM Government when you are HMRC or DWP?

HMRC does not issue letters of the type you have specified. I understand you have submitted an identical request to the Department for Work and Pensions (DWP). DWP may be able to provide you with some further advice and assistance.

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 that 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

Peter Harlow

To find out what you can expect from us and what we expect from you go to **www.gov.uk/hmrc/your-charter** and have a look at 'Your Charter'.