

440,000 tax credits customers still to renew claims

HM Revenue and Customs (HMRC) is reminding 440,000 tax credits customers they have one month left to renew their tax credits claims ahead of the 31 July 2021 deadline.

More than 2.5 million annual tax credits review packs were posted to customers between late April and early June. Customers will have either received an 'auto-renewal' reminder or a 'reply required' notice. All 'reply required' customers must renew their claims or contact HMRC to notify them of any change in circumstances ahead of the deadline to continue receiving tax credits payments.

Renewing online is quick and easy. Customers can log into GOV.UK to check on the progress of their renewal, be reassured it is being processed and know when they will hear back from HMRC. Customers can also use the HMRC app on their smartphone to:

- renew their tax credits
- check their tax credits payments schedule
- find out how much they have earned for the year

Customers do not need to report any temporary falls in their working hours as a result of coronavirus. They will be treated as if they are working their normal hours for up to eight weeks after the Coronavirus Job Retention Scheme closes. Any self-employed individuals, who have claimed a Self-Employment Income Support Scheme grant, will need to declare the grant payments. Search 'working out your income for tax credit/self-employment' on GOV.UK.

Myrtle Lloyd, HMRC's Director General for Customer Services, said:

We know how important tax credits are to our customers, so we've made it quicker and easier to renew claims online. There's no need to wait for the 31 July deadline – do it now by searching 'tax credits' on GOV.UK.

If there is a change in a customer's circumstances that could affect their tax credits claims, they must [report the changes to HMRC](#). These include changes to:

- living arrangements
- childcare
- working hours, or
- income (increase or decrease)

Post Office card accounts will close on 30 November 2021. HMRC is reminding any tax credits and Child Benefit customers who use this account to receive

their payments that they will need to notify HMRC of their new bank account details. HMRC is encouraging customers to act now so they do not miss any payments once their Post Office account closes. To find out how to open a bank account, visit [Citizens Advice](#).

HMRC is urging customers to be careful if they are contacted out of the blue by someone asking for money or personal information. There are a lot of scams around where fraudsters are calling, texting or emailing customers claiming to be from HMRC. If in doubt, customers are advised not to reply directly to anything suspicious, but to contact HMRC straight away – search GOV.UK for ‘HMRC scams’ for more information.