

# Customers reminded to look out for tax credits renewals packs

HM Revenue and Customs (HMRC) is sending out about 2.5 million annual renewals packs to tax credits customers from this week. Customers should check their details in the renewal pack and report any change in circumstances to HMRC.

The packs will be sent out over the next 6 weeks and all customers should receive their pack by 4 June.

HMRC recognises that many tax credits customers will have been affected by the pandemic and may have earned less money than in previous years. It is important that customers check the details contained in their annual renewal pack are correct, including income details.

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

Tax credits help working families with targeted financial support, so it is important that people don't miss out on money they are entitled to.

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

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

Customers do not need to report any temporary falls in their working hours as a result of coronavirus (COVID-19). They will be treated as if they are working their normal hours until the Coronavirus Job Retention Scheme closes.

Criminals can take advantage of tax credits renewals to text, email or phone taxpayers offering 'rebates' or threatening them with arrest if they don't pay bogus tax owed. Many scams mimic government messages to look authentic.

If someone contacts a customer claiming to be from HMRC, asks for bank or other personal details, threatens arrest or demands that they transfer money, it might be a scam. [Check GOV.UK for HMRC's scams checklist](#), and to find out how to [report tax scams](#) and [recognise genuine HMRC contact](#).

## Further information

Visit [GOV.UK for more information on tax credits](#).

The deadline for customers to renew their tax credits is 31 July 2021. If customers haven't received their renewal pack by 4 June, they will need to contact HMRC.

Customers can get help and information on renewing tax credits:

- on [GOV.UK: manage your tax credits](#)
- using our webchat service, by going to GOV.UK and searching 'tax credits general enquiries'
- by tweeting @HMRCcustomers or posting on [HMRC's Facebook page](#) with general queries
- by using the HMRC app, available via your phone's app store
- by visiting our [YouTube videos](#) to help with their renewal
- by calling the tax credits helpline: 0345 300 3900

Contact HMRC straight away if you disagree with any of the information in the letter or need to tell us about any changes.

Tax credits will gradually be replaced by Universal Credit. Customers cannot receive tax credits and Universal Credit at the same time. Visit GOV.UK for [more information on Universal Credit](#).

People can also follow the National Cyber Security Centre's 6 essential steps to keep themselves and their businesses secure online by visiting [CyberAware.gov.uk](#).