

HMRC customers have one month left to switch their Post Office card account

HM Revenue and Customs (HMRC) is reminding about 7,500 tax credits, Child Benefit and Guardian's Allowance customers they have just one month left to switch their Post Office card account.

HMRC will stop making payments to Post Office card accounts after 5 April 2022 so customers must notify HMRC of their new account details, so they don't miss out on vital payments.

In November 2021, HMRC extended the deadline to the end of the financial year. The one-off extension to the contract meant customers could temporarily continue to receive their payments into their Post Office account, giving them extra time to set up new accounts and notify the department.

Nearly 138,800 customers have already switched their accounts and provided HMRC with updated bank account details. Time is running out for the remaining 7,500.

Customers can choose to receive their benefit payments to a bank, building society or credit union account. If they already have an alternative account, they can contact HMRC now to update their details.

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

We want to make sure that no customer misses out on the benefit payments they are entitled to. If you still need to switch your Post Office card account, contact HMRC to update your bank account details by 5 April.

Child Benefit and Guardian's Allowance customers can use their Personal Tax Account to provide revised account details, [change their bank account details via GOV.UK](#) or by contacting the Child Benefit helpline on 0300 200 3100. Tax credits customers can [change their bank account details](#) by contacting the tax credits helpline on 0345 300 3900. If customers cannot open a bank account, they should contact HMRC.

If a customer misses the 5 April deadline, their payments will be paused until the customer notifies HMRC of their new account details.

The Money Helper website, provided by the Money Advice and Pensions Service, offers information and advice about [how to choose the right current account](#) and [how to open an account](#).

HMRC has been contacting customers recently to encourage them to take action and will continue to contact them to remind them.

HMRC has been writing to affected customers since October 2019 to notify them that their Post Office card accounts will be closing, urging them to take action so their payments are not affected.

The agreement enabling HMRC to make payments into Post Office card accounts was due to end on 30 November 2021. HMRC agreed a one-off extension with the Post Office to temporarily continue making payments into HMRC customers' accounts until 5 April 2022.