

Tax credits deadline: customers at risk of losing out

Tax credits customers have just one week left to tell HM Revenue and Customs (HMRC) about changes to their circumstances or income before the deadline on 31 July 2020.

Customers whose circumstances have changed in the last year or who have received a letter to reconfirm their income details must contact HMRC.

Failure to respond by the deadline may mean tax credits customers receive incorrect tax credits payments and may end up having to repay any overpayments.

HMRC's Director General for Customer Services, Angela MacDonald, said:

Tax credits provide much needed financial support to our customers. But we know that many customers leave it to the last minute to renew their tax credits award.

The time to renew your tax credits is now, you don't need to wait until deadline day on 31 July.

Customers who received an annual review pack or text and have already made their declaration including confirming their income and circumstances, don't need to do anything else.

However, customers need to contact HMRC straightaway if they disagree with any of the information in the pack or letter, need to tell us about any changes, or are self-employed and the income we hold for 2019 to 2020 is an estimate because they have not yet filed their tax return (they will then have until 31 January 2021 to tell us their actual income).

How to renew

Renewing tax credits online is quick and easy. Customers can log onto GOV.UK to check the progress of their renewal, be reassured that it is being processed, and know when they will hear back from HMRC.

Customers can 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 can get help and information on renewing tax credits:

A word about scams

Customers should be aware that criminals could take advantage of tax credits renewals to text, email or phone the public, offering fake support. These scams mimic HMRC messages in an effort to look genuine.

If someone texts, emails or calls claiming to be from HMRC, saying that a customer can renew a tax credits award or access financial help, and asks for credit card or bank details, it is likely to be a scam. People should check GOV.UK for information on [how to recognise genuine HMRC contact](#).

More information

The deadline for customers to renew their tax credits is 31 July 2020.

In April, HMRC announced Working Tax Credit customers would receive up to £20 extra each week from 6 April 2020 until 5 April 2021 as part of a number of measures to support the country during the coronavirus (COVID-19) pandemic. To make sure the information HMRC holds is correct and up to date, letters have been sent to some customers to reconfirm their income details.

To establish how the total income was calculated, or report any changes use the webchat service. Go to GOV.UK and search 'tax credits general enquiries'.

Customers who are self-employed and have not filed their tax return for the 2019 to 2020 tax year, must estimate their profit or loss and report this to us online by 31 July 2020. If they do not tell us, we will finalise their award using the information we hold, and they will not be able to change it at a later date. Once they have provided an estimate, they will need to contact us again when they know their actual income, by no later than 31 January 2021.

Tax credits will gradually be replaced by Universal Credit. Customers cannot receive tax credits and Universal Credit at the same time. For more information, they need to go to the [Universal Credit page on GOV.UK](#).

HMRC's scams advice

Stop:

- take a moment to think before parting with your information or money
- genuine organisations like banks or HMRC will not normally contact you out of the blue to ask for personal details

Challenge:

Protect:

- forward suspicious emails claiming to be from HMRC to phishing@hmrc.gov.uk and texts to 60599
- contact your bank immediately if you think you have fallen victim to a scam, and report it to [Action Fraud](#)