

Time is running out for tax credits and Child Benefit customers with Post Office card accounts

Press release

HMRC urges tax credits and Child Benefits customers with a Post Office card account to update HMRC with their new bank account details by 30 November 2021.



From 1 December 2021, HM Revenue and Customs (HMRC) will stop making payments of Child Benefit, Guardian's Allowance and tax credits into Post Office card accounts.

HMRC is urging customers who receive their payments via this method to act now so they still get their money on time.

Any tax credits, Child Benefit and Guardian's Allowance customers who receive their benefits or payments via a Post Office card account have until 30 November 2021 to set up a new account and notify HMRC of the details so they can continue to receive their payments. Any suspended payments will be held and then paid to the customer once they notify HMRC of the new details.

If customers already have an alternative bank account, they can contact HMRC now to update their details. If they do not have an alternative, they should set up a new bank, building society or credit union account to receive their money.

Customers can use their Personal Tax Account to provide revised account details. Alternatively, Child Benefit customers can [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.

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 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 Department for Work and Pensions (DWP) [announced last month](#) that it has agreed a 12-month extension for its customers who use a Post Office card account. If any HMRC customer also receives DWP payments, this extension only applies to DWP-related payments.

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