



**HM Revenue
& Customs**

**Tax Credit Office
Policy Liaison & External Relations**
Floor 3
Guild Centre
Preston
PR1 1RA

Ms Sue Lees
Stephenson's Solicitors
26 Union Street
Leigh
WN7 1AT

Tel 01772 239648

Fax 01772 239865

www.hmrc.gov.uk

Ref

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Dear Sir or Madam

Changes to the Intermediary Authorisation Process

We have made some improvements to the authorisation process for intermediaries. These include

1. An extension to the current form TC689 so that it can also cover Child Benefit – This allows claimants to send us just one form when they have an intermediary acting for them for both tax credits and Child Benefit. The new forms enable your clients to choose whether you act on their behalf for tax credits, Child Benefit or both.
2. Authorisation periods will be for the length of time specified by your client. In the absence of a date being entered, authorisation will last for 4 months from the date of signature on the form TC689.
3. The facility to fax authorisation forms for urgent queries now covers both tax credits and Child Benefit issues.

You can fax to the same dedicated fax number and we will note the details of the authority on our records. We aim to do this within 48 hours of receipt of your fax. You can then ring us to discuss the query without the need for your client to be present.

Please remember that this fax facility service is for urgent queries only.

We enclose a copy of the new TC689 with this letter. Copies of form TC689 are available online via <http://www.hmrc.gov.uk/forms/tc689.pdf> and paper copies are available through our Order line – Tel 0845 366 7820.

Yours faithfully

TCO External Relations Team