



Department
for Work &
Pensions

DWP Central Freedom of
Information Team
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6-12 Tothill Street
London
SW1H 9NA

[freedom-of-information-
request@dwp.gov.uk](mailto:freedom-of-information-request@dwp.gov.uk)

[DWP Website](#)

Our Ref: FOI2021/103953

20 January 2022

Dear Ben

Thank you for your Freedom of Information (Fol) request received on 21 December. You wrote:

“1)UC claimants are entitled to be automatically credited with Class 3 National Insurance Credits. (Reg 8G SS (Credits) Regs 1975)

2)It has become apparent that in many instances UC claimants are not being automatically credited with Class 3 Conts.

3)Please provide all internal or external guidance on this subject, including instructions given to case managers or such other personnel on the process to be followed where a claimant contacts you that they were not credited with Class 3 NI Credits.

4)Please provide any information/ documentation, that exists, of your knowledge on this problem.”

DWP Response

It may be helpful if we explain the role of the Fol Act. It provides a legal right of access to recorded information held by a public authority like the DWP, subject to certain exemptions that may apply. The Act does not oblige a public authority to create new information to answer questions; nor does it require a public authority to give advice, opinion or explanation, generate answers to questions, or create or obtain information it does not hold.

Following a search of our paper and electronic records, we have established that some of the information you requested is held by the Department. Please find the UC guidance product attached:

Spotlight on: National Insurance Credit Error Handling Service

In the interest of being helpful, and provided to you outside of our obligation of the Freedom of Information Act, the issue was first identified in 2019 with a manual solution being put into place since then. If appropriate, UC Class 3 Credit Liabilities will be applied to a customer's National Insurance Account to support their qualifying years for State Pension purposes.

If you have any queries about this letter, please contact us quoting the reference number above.

Yours sincerely,

DWP Central Freedom of Information Team
Department for Work and Pensions

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dw.gov.uk or by writing to: DWP Central FoI Team, Caxton House, 6-12 Tothill Street, London, SW1H 9NA.

Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Website: [ICO Contact Information](#) or telephone 0303 123 1113.