

SNAP Guidance

Essential Actions

Day of appointment

Daily diary printed and form CA5400 obtained

Does customer attend for Evidence of Identity/Right to Work interview?

No

Take relevant action

Yes

Greet the customer, take Data Protection Act statement and action for primary Document Examination Team checks to be carried out

Does check raise a query over any of the documents?

No

Actual and copied documents to National Insurance Number Customer Adviser for Evidence of Identity/Right to Work interview action

Yes

Consult with Document

Examination Team and
discuss with Central
Control Unit as
appropriate



Actual documents to
National Insurance
Number Customer
Adviser for Evidence of
Identity/Right to Work
interview action

Supporting information

Day of interview activity

Print Labour Market System Diary

1. Print off the appointments that are to be conducted that day by a National Insurance Number Customer Adviser (NCA). Access Labour Market System (LMS) and take action as follows:

Step	Action
1	from the 'LMS Desk Top', click 'Adviser Icon';
2	select 'Adviser/Team Interviews'. The 'Adviser/Team Interview Search' window displays;
3	amend the 'From' and 'To' fields for the date(s)/period required. The 'Adviser' and 'Location' fields will be defaulted to your details; Note: To change these, select from the drop down menu(s) and click on 'Search' button. The 'Outstanding Interviews' window displays;
4	select 'Print' button to print the diary, a message displays 'Your print request has been submitted'. Click 'OK';
5	click the 'Close' button to close the 'Outstanding Interviews' window;
6	click the 'Close' button to close the 'Adviser/Team Interview Search' window to return to the 'LMS Desk Top'.

Customer fails to attend appointment

General

2. If the customer fails to attend (FTA), compare the address on the DCI1 to the address held on LMS. Check whether the application is benefit or employment inspired. If benefit inspired, access LMS and [retrieve the client record](#).

Benefit inspired application – first failure to attend

3. If the application is benefit inspired and the customer is FTA for the first time:

Step	Action
1	check LMS to see if an FTA has been previously recorded by clicking 'O/S Int' hotspot;
2	if there is a previously recorded FTA this will be displayed on the Outstanding interview window;
3	if there is no previous FTA recorded, check form DCI1 and the LMS client record for details of any phone numbers held;
4	where possible, ring the customer and ask why the appointment was not kept;
5	make a minimum of two calls to any numbers provided by the customer at different times of the day. Note: If attempts to contact the customer are unsuccessful, record in

[LMS Conversations.](#)

If customer is contacted, take the following action, when the customer is on the phone, to note LMS with the reason for the FTA:

Note: LMS refers to Evidence of Identity (EOI) interviews only however, for employment inspired applications this interview is also used for evidence of “right to work”

4.

Step	Action
1	access the outstanding interview record for the customer by clicking the 'O/S Int' hotspot;
2	without 'start'ing the interview select 'NActn' button;
3	from the sub window displayed highlight the 'NINO EOI – Ben 1 st FTA' and click the 'Select' button;
4	the 'Outstanding Interview' window is displayed showing the recorded Nactn;
5	click on 'Save' button. A message displays 'Interview record saved successfully', click 'OK';
6	FTA Int window is displayed showing a 'FTAInt' hotspot where the 'O/SInt' hotspot displayed. Click 'Close' button to return to 'View Client Details' window;
7	to rearrange the appointment click on the 'NewInt' hotspot;
8	a message displays asking if you want to book a new appointment or rearrange a current appointment;
9	select 're-arrange';
10	the 'rearrange/amend appointment' window is displayed. Record the reason for FTA in the 'Reason' field;
11	click on the 'ReArr' button;
12	complete book appointment action ; Note: When booking appointment, the window names displayed will show 'rearrange appointment' rather than 'create appointment';
13	book the second appointment. Consider using Language Line if there are any language difficulties.

Note: The recording of FTA must be done before close of business on the day that the appointment was booked for.

5. If the customer cannot be contacted by telephone, book a second appointment without speaking to the customer. Ensure LMS is updated as follows:

Step	Action
1	access the outstanding interview record for the customer;
2	without 'start'ing the interview select NActn;
3	select the FTA item from the pop-up menu that displays;
4	click Close to close the interview record;
5	select the NewInt hotspot to rearrange the appointment;

6	record the reason for FTA as FTA in the Reason field on the Re-arrange/amend appointment frame that displays.
---	---

Benefit inspired application – second failure to attend

6. If the application is benefit inspired and the customer FTA for a second time, take action as follows:

Step	Action
1	access the outstanding interview record for the customer by clicking the 'O/S Int' hotspot;
2	without 'start'ing the interview, select 'NActn' button;
3	from the sub window displayed, highlight the 'NINO EOI – Ben 2nd FTA' and click the 'Select' button;
4	this will cancel the interview and a Cancel Interview message will display: ' You must record a reason for cancelling the interview. Are you sure you want to cancel this interview?' Click 'Yes';
5	record 'FTA', as the reason for cancelling the interview, in the 'Notes' box;
6	click on 'Save' button, a message displays ' Interview record saved successfully'. Click 'OK', this closes 'Cancelled Interview' window and the 'View Client Details' window is re-displayed;
7	click 'Close' button to close 'View Client Details' window;
8	complete the appropriate sections of the DCI1(B) , DCI1(LA) , DCI1(TC) tear-off;
9	record the reason for refusal as 'customer has FTA';
10	send the tear-off to the originating office shown on the front page of DCI1 by Courier;
11	send the remainder of the DCI1 to the Central Control Unit (CCU) by Courier for retention for 14 months.

Employment inspired applications

7. If the customer fails to attend in an employment inspired case, action as follows:

Note: LMS refers to Evidence of Identity (EOI) interviews only however, for employment inspired applications this interview is also used for evidence of "right to work"

Step	Action
1	access the outstanding interview record for the customer by clicking the 'O/S Int' hotspot;
2	without 'start'ing the interview, select 'NActn' button;
3	from the sub window displayed, highlight the 'NINO EOI – Emp FTA' and click the 'Select' button;
4	this will cancel the interview and a Cancel Interview message will display: ' You must record a reason for cancelling the interview. Are you sure you

	want to cancel this interview?' Click 'Yes';
5	record 'FTA', as the reason for cancelling the interview, in the 'Notes' box;
6	click on 'Save' button, a message displays ' Interview record saved successfully'. Click 'OK', this closes 'Cancelled Interview' window and the 'View Client Details' window is re-displayed;
7	click 'Close' button to close 'View Client Details' window;
8	send the form DC11(E) to the CCU by Courier for retention for 14 months.

Customer attends appointment

Initial action

8. If the customer attends for the appointment, proceed as follows:

Step	Action
1	check from the daily diary print that the customer is expected at that time at that location;
2	greet the customer;
3	advise the customer to wait if arrived too late for the appointment;
4	if customer cannot wait, consider rearranging the appointment;
5	if customer is expected at that time, record on the Data Protection Act (DPA) pro forma the documents that the customer has brought with them to support their application;
6	once recorded, the pro forma should be duplicated and the original handed to the customer. They should be directed to read the DPA statement on the pro forma;
7	use the pro forma to ensure that the correct documents are passed back to the customer after the interview;
8	Obtain form CA5400 form stockholder.

Primary document check

9. Withheld

Documentation

Right to Work

For employment inspired applications specific documentation is required to prove an individual has the “right to work” in the UK. Jobcentre Plus is responsible for carefully scrutinising documents provided by NINO applicants to verify the right to work. There are many documents that can be produced to prove “right to work”. The responsibility for providing evidence rests with the applicant.

It is therefore important that the applicant is given sufficient opportunity to provide documentary evidence that shows they have a right to work in the UK. If the applicant has documentary evidence but fails to produce it at the interview they should be given an opportunity to produce the evidence before reference is made to Central Control Unit (CCU)

The application for a National Insurance Number must be refused or further corroborative checks made if the evidence is not:

- provided; or
- considered acceptable

Acceptable Supporting Documentation for Right to Work verification

10. Some documents are regarded as more secure than others because checks and controls are in place before they are issued. The documents may also have in built security features, for example fluorescence, which can be checked under ultra violet light.

11. Make sure that all documents produced are checked to ensure they are genuine.

Listed below are the documents that can prove an applicant's "right to work"

Documents which prove an individual's right to work in the UK when applying for a National Insurance Number

N.B. Nationals from European Union (EU), European Economic Area (EEA) countries and Switzerland can enter and work in the UK without restrictions just like British citizens. The same is also the case for the family member of a named national from the EEA or Switzerland who is resident in the UK. Nationals should be asked to produce proof of their nationality. Nationals from the A8 Accession countries are to be treated in the same way as any other EU national¹.

PASSPORTS

1) A passport describing the holder as a British citizen or having a right of abode in UK.

¹ A full list of EU and EEA countries is attached.

2) A national passport or national identity card issued by an EU or EEA country or Switzerland which confirms that the holder is a national of an EU or EEA country or Switzerland.

3) A United Kingdom Residence Permit, registration certificate or document certifying permanent residence issued to a national of an EU or EEA country or Switzerland.

4) A passport which has a UK endorsement stating that the holder has a current right of residence in the UK as the family member of a named national from an EU or EEA country or Switzerland who is resident in the UK.

5) A residence document, certificate of application, residence card or permanent residence card or other document issued by the Home Office which has an endorsement stating that the holder has a current right of residence in the UK as the family member of a named national from an EU or EEA country or Switzerland who is resident in the UK.

6) A passport or other travel document endorsed to show that the holder is exempt from UK immigration control, has indefinite leave to enter or remain in the UK or has no time limit on their stay in the UK.

7) A passport or other travel document endorsed to show that the holder has subsisting leave to enter or remain in the UK and is permitted to take the employment in question, provided that it does not require the issue of a work permit.

BIRTH CERTIFICATES

8) A full birth certificate issued in the UK, which specifies the names of the holder's parents.

9) A birth certificate issued in the Channel Islands, the Isle of Man or Ireland.

10) A full adoption certificate issued in the UK, which contains details of the adoption.

11) An adoption certificate issued in the Channel Islands, the Isle of Man or Ireland.

REGISTRATION CERTIFICATE

12) A certificate of registration or naturalisation as a British citizen

HOME OFFICE DOCUMENTS

13) A letter issued by the Home Office, to the holder, which indicates that the person named in it has been granted indefinite leave to enter or remain in the UK.

14) A letter issued by the Home Office, to the holder which indicates that the person named in it has subsisting leave to enter, or remain in, the UK and is entitled to take the employment in question in the UK.

15) An Immigration Status Document issued by the Home Office, to the holder, endorsed with a UK Residence Permit, which indicates that the holder has subsisting leave to enter or remain in the UK and is entitled to take the employment in question.

16) An Immigration Status Document issued by the Home Office, to the holder, which indicates that the holder has been granted indefinite leave to enter or remain in the UK.

17) An application registration card issued by the Home Office, which indicates that the holder is permitted to take employment in the UK.

WORK PERMITS

18) A work permit or other approval to take employment issued by Work Permits UK indicating that the holder is entitled to take the employment in question and a passport or other travel document endorsed to show that the holder is able to stay in the UK and is able to work.

19) A work permit or other approval to take employment issued by Work Permits UK indicating that the holder is entitled to take the employment in question and a letter or Immigration Status Document from the Home Office to the holder confirming that the person named in it is able to stay in the UK and is able to work.

List of European Union (EU) & European Economic Area (EEA)

European Union:

- Austria
- Belgium
- Cyprus
- Denmark
- Finland

- [France](#)
- [Germany](#)
- [Greece](#)
- [Ireland](#)
- [Italy](#)
- [Luxembourg](#)
- [Malta](#)
- [Netherlands](#)
- [Portugal](#)
- [Spain](#)
- [Sweden](#)
- [United Kingdom](#)

[European Union A8 Countries:](#)

- [Czech Republic](#)
- [Estonia](#)
- [Hungary](#)
- [Latvia](#)
- [Lithuania](#)
- [Poland](#)
- [Slovakia](#)
- [Slovenia](#)

[European Economic Area \(EEA\):](#)

- [Iceland](#)
- [Lichenstein](#)
- [Norway](#)

[These countries – and Switzerland - benefit from the same free movement rights as EU nationals.](#)

[Note: These are the only documents Jobcentre Plus can accept as proof of right to work. Any doubts on whether a document is acceptable or not should be queried with your Document Examination Team \(DET\). Documents used to prove “right to work” that are also used as evidence of identity should be very carefully scrutinised to ensure both conditions are met.](#)

Identity

12. Documentation can be used to support an identity but more emphasis should be placed on a holistic approach. This involves checking the customer's background and circumstances in order to build a complete picture of the customer.

13. There are many documents that can be produced to help to establish identity, some of which may already have been used to prove "right to work". Jobcentre Plus is responsible for carefully scrutinising documents provided by NINO applicants to verify the applicant's identity. The responsibility for providing evidence rests with the customer. The Department is responsible for corroborating any evidence supplied.

14. It is therefore important:

- not to expect every customer to be able to produce similar documentation;
- and

- to always check that the information is not already held before evidence is requested.

15. If the customer has documentary evidence but fails to produce it at the Evidence of Identity interview (EOI), he/she should be given an opportunity to produce the evidence before any reference is made to the Central Control Unit (CCU).

16. Benefit must be disallowed or further corroborative checks made if the information is not:

- provided; or
- considered acceptable by the Decision Maker.

Acceptable supporting documents for Identity verification

Some documents are regarded as more secure than others because checks and controls are in place before they are issued. The documents may also have in built security features, for example fluorescence, which can be checked under ultra violet light.

17. Make sure that all documents produced are checked to ensure they are genuine.

18. A document that can support part of the customer's background or historical information is very useful. Listed below are some of the documents that can help to support a customer's identity.

19. This list is not exhaustive:

- valid passport;

- standard acknowledgement letter issued by the Home Office;

- application registration card issued by the Home Office;

- identity card issued by a European Union/European Economic Area member state;

- form GV3, a one way travel document issued by United Kingdom (UK) embassies abroad;

- UK residence permit;

- full driving licence;

- local authority rent book/card;

council tax documents;
life assurance/insurance policies;
mortgage repayment documents;
recently paid fuel/telephone bills in the customer's name;
[original marriage certificate](#);
[original birth/adoption certificates](#);
divorce/annulment papers;
certificate of employment in Her Majesty's forces;
certificate of employment under the Crown;
certificate of employment in the Merchant Navy;
wage slip from recent employer;
Trade Union membership card;
travel pass with photograph affixed;
apprenticeship indentures;
vehicle registration/motor insurance documents;
expired passport; and

[form B79](#), a form used to notify Department for Work and Pensions staff that a person has been discharged from prison and has been advised to claim benefit.

Note: If the customer presents a:

cheque book;
cheque guarantee card; or
store/credit card

it should be noted as seen and verified in the documentary evidence box of form [CA5400](#) but not photocopied.

More secure supporting documents ([Identity](#))

20. No document on its own can establish a person's identity. The following are examples of documents a customer may use to support their identity. These documents are considered more secure than others in their issue and control.

21. However, all documents must be linked to the customer providing them and support the information obtained during the EOI interview. As with all documents, they should be checked for authenticity.

Note: Bear in mind that some documents are easier to obtain than others.

Current valid full passport ([Identity](#))

22. All passports must be checked with the appropriate equipment and immigration stamps must be examined thoroughly.

Out of date passport ([Identity](#))

23. An out of date passport can be used to help support a customer's identity as it can confirm details of the customer's life history.

Travel document issued by the Home Office ([Identity](#))

24. A travel document is issued when it is not possible for a customer to obtain a passport from their own national authorities.

Standard Acknowledgement Letter ([Identity](#))

25. A Standard Acknowledgement Letter ([SAL](#)) is a [Home Office \(HO\) Immigration and Nationality Directorate](#) acknowledgement of an application for asylum.

26. There are various issues of [SALs](#) as they are reviewed frequently for security reasons. All [SALs](#) should now:

- be valid until the [HO](#) make a decision on the asylum claim; and
- hold a photograph which is over-stamped by the Immigration Office.

Note: [SALs](#) are being replaced by Application Registration Cards.

Application Registration Card ([Identity](#))

From 31st January 2002, Application Registration Cards (ARCs) have been issued to new asylum applicants and dependants, replacing [SALs](#). The card contains:

- a digital image of the holder; and
- details of the holder's nationality and language.

Note: In practice, ARCs are handed back to the [HO](#) when a decision to grant asylum or exceptional/indefinite leave to remain is made.

EL3 ([Identity](#))

27. This is similar to a [SAL](#) and is issued to persons from the former Yugoslavia who are granted exceptional leave to enter/remain in the UK for a limited period.

National Identity Card ([Identity](#))

28. Issued by a European Union/[European Economic Area](#) member state.

NASS35 ([Identity](#))

29. The NASS35 Termination of Support letter is issued to successful asylum seekers when asylum or exceptional/indefinite leave to remain is granted.

Birth, adoption and marriage certificates ([Identity](#))

30. Birth, adoption and marriage certificates can be used to verify a customer's date of birth and nationality. They can help support a customer's identity but they must not be used as evidence of identity on their own.

31. Recent birth and adoption certificates from the UK carry a statement to the effect that the certificate is not evidence of identity.

32. For Departmental Central Index (DCI) purposes, the only documentation acceptable for the purpose of verifying the customer's date of:

- birth;
- marriage;

divorce; and
death

is the:

original certificate, not a photocopy; or
certificate of registry showing forenames and surname.

Note: DCI will accept any certificate provided it has been issued by the Registrar and is not a photocopy.

Security features on commonly used documents for Right to Work and Identity verification

33. The following information can be used to:

help determine that documents supporting **right to work and** identity are genuine;

raise awareness of the common methods of falsifying documents which could be used to support a customer's identity.

34. Be vigilant when dealing with documents. They can only help in establishing **right to work and** identity if they are genuine.

Passports

Passport or Identity Card not required

35. Customers from the following areas do not require a passport to enter the United Kingdom (UK) **and automatically have the right to work:**

Republic of Ireland;
Channel Islands – excluding Sark;
Isle of Man (IOM)

36. Do not demand a passport to help establish the customer's identity. They may hold one but it is not a requirement for them to produce it to enter the UK.

Passport not required

37. Customers from the following countries can enter the UK without a passport if they can produce an identity card:

Austria
Belgium
Denmark
Finland
France
Germany
Gibraltar
Greece
Italy
Luxembourg
Netherlands (Holland)
Portugal
Spain
Sweden

Note: Production of an identity card does not establish a customer's [right to work and](#) identity. Checks should be made to ensure documents are genuine.

Passport required

38. Customers from all other countries not listed above require a passport to enter the UK.

39. Withheld

Identity Cards

General

40. If the identity card is held in a wallet or holder remove it and check the:
Identity card photograph resembles the customer presenting the document;
name given by the customer matches the name on the identity card;
signature matches that of the customer presenting the document;
statement of nationality matches the nationality of the identity card. If it does not make further enquiries.

41. Withheld

Standard Acknowledgement Letter (SAL)

42. A Standard Acknowledgement Letter (SAL) is issued by the Immigration and Nationality Directorate (IND) where an application for asylum has been received. It is valid until a decision is made to grant or refuse asylum. There are a number of different SALs in issue, each with built in security features.

Application Registration Card (ARC)

43. An ARC is issued by IND to new asylum applicants and their dependants, replacing SALs. The card contains:

- a digital image of the holder;
- details of the holder's nationality and language;
- a smart chip which holds information about the customer;
- a statement indicating whether or not employment is prohibited.

Note: In practice ARCs are handed back to the Home Office (HO) when a decision to grant asylum is made.

NASS35 Termination of Support Letter

44. The NASS35 Termination of Support letter is issued to successful asylum seekers.

45. One letter is issued to each family unit that has been supported by National Asylum Support Services (NASS) and will include all adult dependants. The letter will contain the photograph of the main customer, and details of the main customer and all dependants. It will also include details of the period and value of support from NASS e.g.:

- Accommodation;
- Emergency vouchers;
- Date and type of leave granted;
- Date the 14 day grace period ends.

Form EL3, EL3(D) and EL3(F)

46. **IND issue EL3** to those nationals of former Yugoslavia who have been granted temporary protection at the request of the United Nations High Commission for Refugees. Temporary protection is enacted as exceptional leave outside the Immigration Rules for a limited period of 12 months at a time.

UK residence permit

47. This is issued to a national of a member state of the EU/EEA who has employment in the UK or is economically self supporting. [This document does not prove an applicant's "right to work" on its own.](#)

48. A national EU/EEA Identity card or passport is seen prior to issue and therefore these documents are available on request,

49. Withheld

50. Withheld

51. Withheld

52. Withheld

53. Withheld

54. Withheld

55. Withheld

56. Withheld

57. Withheld

58. Withheld

59. Withheld

60. Withheld

61. Withheld

62. Withheld

63. Withheld

64. Withheld

65. Withheld

66. Withheld

67. Withheld

68. Withheld

Other types of documentary evidence [\(Identity\)](#)

69. Some customers will not be able to provide any of the acceptable documentation but may produce other types of evidence.

70. Consider other evidence in the following terms:

what level of confidence is there in the document?

- is it an official document?
- does it contain an address or photograph?

how genuine is the document?

how easily can it be obtained?

are there any other factors which cast doubt over:

- whether the documentation is genuine? or
- the customer's identity? and

if the customer has signed the document, does it match the signature on their application form?

No original documentation available [\(Identity\)](#)

71. Some customers may only be able to produce recently issued documents, for example a birth certificate that was issued recently rather than at or near the time of the birth. Consider:

whether any documents have been obtained purely for the purposes of the Department, for example a copy of a certificate issued shortly before a benefit claim;

if it is reasonable for the customer to be able to produce only certain documentation;

if the nature of the documentation supports its recent issue, for example a fuel bill or wage slip.

Note: Irish birth certificates are not issued automatically but have to be asked for.

No documentary evidence available ([Identity](#))

72. There are a few customers who may not be able to produce any form of documentary evidence. Those who cannot are likely to be:

- homeless;
- of no fixed abode;
- travellers;
- victims of disaster; or
- fleeing domestic violence.

73. Each case must be considered individually. Identify why there are no available documents.

74. A householder should normally be able to produce some form of evidence relating to household expenses.

75. A homeless customer is unlikely to be able to produce any documents or anything else from the list of examples.

76. Do not demand documents if it is not feasible for the customer to have them.

Note: Customers without documentation must still participate in an EOI interview.

Doubtful documentary evidence – [Right to Work and Identity](#)

77. All documents presented must be carefully examined to ensure they are genuine.

78. If the authenticity of a document is doubtful, the NINO Customer Advisor must [contact the Document Examination Team](#) for further advice.

The Document Examination Team holds enhanced equipment to enable them to carry out detailed document examination.

Document in a foreign language [Right to Work and Identity](#)

79. Documents in a foreign language are just as valid as documents in English.

Note: Do not accept the customer's own translation of a document.

80. [For identity verification purposes only](#), colleagues may be able to assist with the translation of a document but if not, try to obtain assistance from:

- support groups;
- official organisations; or
- the relevant embassy.

Note: Do not contact the embassies of asylum seekers or refugees.

81. [The Pensions Service Tyneview Park](#) provide a translation service that is available in any language, [this should be used to confirm right to work](#).

82. When referring documents to [The Pension Service Tyneview Park](#),:

Step	Action
1	check the authenticity of the document;

2	photocopy the document;
3	endorse the copy as 'a true copy taken from the original by an officer of the Department';
4	provide the following information: language of the document; country of origin; the part of the document that requires translation; name of the person to whom the document relates; and full details of the sender's section, telephone number and location.

Photocopies of documents (Identity)

83. Photocopies of certificates or documents may be accepted [for identity verification but are not acceptable for verification of right to work.](#)

Photocopies should be submitted with an acceptable explanation of where the originals are. Corroborate this if there is a doubt. A photocopy negates the built in security features on certificates and documents and can easily mask alterations. An endorsement of the photocopy does not provide a safeguard, as there is nothing to prevent the forging of the endorsement itself.

84. Birth, death and marriage certificates issued in the UK are subject to Crown copyright.

[Note: Photocopies made by Jobcentre Plus of original documents that are annotated in accordance with current guidelines for the purpose of processing a NINO application are acceptable evidence of both right to work and identity](#)

85. Government policy is not to authorise the copying of completed certificates except in a few limited circumstances.

Note: None of these exceptions allows a certificate to be copied by an individual for submission to a government department.

86. The photocopying of documents by Departmental staff for business purposes does not infringe crown copyright.

Replacing lost or damaged documents – [Right to Work and Identity](#)

87. If a certificate or document has been:

lost/damaged in the office; or

lost/damaged in the post

a replacement can be authorised by the designated officer

Recording the evidence [Right to Work and Identity](#)

88. The NINO Customer Adviser must:

take clear photocopies of all original documentation;

stamp the copies with the official document stamp; and

sign the copies as a true copy.

89. The copies must be signed by the:

Interviewing Officer;

Countersigning Officer; and
customer.

Documents containing blank pages [Right to Work and Identity](#)

90. When presented with documents containing blank pages, for example passports, there is no requirement to photocopy blank pages and form [DCI10S](#) may be completed in these circumstances. When using form [DCI10S](#), the NINO Customer Adviser must:

Step	Action
1	photocopy the original document excluding blank pages;
2	complete form DCI10S confirming the number of copied and blank pages;
3	ensure form DCI10S is signed by the : Interviewing Officer; Countersigning Officer; and customer There is no requirement for the photocopies to be signed.

Note: Form [DCI10S](#) can also be used when photocopying bulky documents, for example contracts of employment and tenancy agreements.

Returning the customer's documents [Right to Work and Identity](#)

91. If the document produced is valid and the customer is in the office, the documents should be photocopied and returned to them.

92. If the customer is no longer in the office, the method of return will depend on the:

- type of document; and
- method of receipt.

Return by registered post:

- legal documents;
- papers relating to adoption;
- any document which the customer considers valuable; and
- any document received by registered mail.

Return by recorded delivery, unless sending overseas:

- documents received by recorded delivery;
- documents issued outside the UK; and
- any Alien's registration card.

Customers from the Republic of Ireland

General

93. The UK and the Republic of Ireland maintain a special relationship, which includes unrestricted travel between the two countries. A person can travel from either country to the other without:

- any immigration checks; or
- a passport of any kind.

It is important to note, therefore, that a customer from the Republic of Ireland may not have the usual documentation, for example a passport, associated with international travel, making it difficult to establish identity.

Note: The following instructions must be adhered to.

Establishing the identity of a customer from the Republic of Ireland

94. When the Interviewing Officer interviews a customer from the Republic of Ireland, they must consider the customer's background and pose questions accordingly.

95. The Interviewing Officer must establish:

if the customer has ever claimed social welfare benefits in the Republic of Ireland;

the office they claimed at;

the benefits they received;

their Personal Public Service Number (PPS No) – PPS numbers have replaced Revenue and Social Insurance numbers; and

details of their family, for example parents, siblings, mother's maiden name.

This information may be held on the [Department of Social and Family Affairs](#) computer system.

Liaison with the Republic of Ireland

96. When contacting the [Department of Social and Family Affairs](#) in the Republic of Ireland, the Interviewing Officer must obtain the customer's written permission to contact third parties for information. This is confirmed at [Part Gf of form CA5400](#). The CCU must:

Step	Action
1	telephone the appropriate office and explain that confirmation of a customer's identity is required;
2	ensure that the information requested: relates to details that could help establish the customer's identity; and corroborates the information provided by the customer.

Note: It is important to confirm the correct spelling and order of a person's names.

Birth certificates for customers from the Republic of Ireland

97. Birth certificates are not automatically issued to new birth registrants but are issued on request. Therefore an Irish national may only be able to produce a certificate with a recent date of issue.

98. There are a variety of different types of birth certificate.

99. A birth certificate issued in the Republic of Ireland can help support the decision about a customer's identity for Departmental purposes but it is not evidence of identity in isolation.

Note: DCI may show the customer's name in a different format from that on the birth certificate.

Query over documents

100. Withheld

No query over documents

101. If there are no doubts over the documentation, ensure correct and legible copies of all documents are available for the interview.

Label1 Interview action

102. Conduct the interview as detailed below. The NINO Customer Adviser must:

Step	Action
1	have form DC I1 (B) , DCI1(E) , DCI1(LA) or DCI1(TC) detailing the customer’s information;
2	check customer details against the information held on form DCI1 (B) , DCI1(E) , DCI1(LA) or DCI(TC) ;
3	in benefit inspired applications , where available, have a copy of the personal details and signature pages of the customer’s claim form; Note: In Tax Credit and CMS Jobcentre Plus Benefit applications, copies of the claim form will not be available
4	compare available signatures to ensure that the person being interviewed is the person who has claimed benefit; Note: Signature comparison may not be possible if the person being interviewed is the partner of the benefit applicant
5	take a risk based approach in employment inspired applications;
6	aim to build up a picture of the customer’s circumstances and background;
7	use in-depth interviewing and any documentary evidence to clarify any unclear aspects of the customer’s statement;
8	examine thoroughly any documentary evidence that is presented;

103. The NINO Customer Adviser must clarify and resolve any discrepancies. Full details of any additional information gathered must be recorded in the [other information section of form CA5400](#). The customer is expected to prove their identity by answering a series of probing questions designed to build up a picture of their background and circumstances. This can be supported by documentary evidence as long as it is relevant and genuine.

104. Customers should be able to talk freely about their life, however, some individuals, for example refugees, may be reluctant to do so. This should not be taken as an indication of fraudulent activity as it may just reflect their background and the fact that they are a refugee

The Human Rights Act

The NINO Customer Adviser must consider the Human Rights Act when conducting an [EOI/RTW](#) interview. The NINO Customer Adviser must:

ensure that questions only seek to gather factual information and corroborate the customer's background and circumstances; and

all customers are treated in the same professional manner.

105. Difficulties that may arise during the interview could include:

[naming systems](#);

[disability issues](#);

[time constraints](#);

[distractions](#); or

[language difficulties](#).

Naming systems

106. Different naming systems have different rules, for example Begum is a female Muslim name that represents the title of being married. However for establishing identity, this is an acceptable surname.

Disability

107. Disability related factors can introduce a variety of difficulties. It is essential that the NINO Customer Adviser is tactful, patient and professional when obtaining the required information during the [EOI/RTW interview](#).

Time constraints

108. If an [EOI/RTW interview](#) overruns it could impact other priorities. The interview must continue until [form CA5400](#) is fully completed and all relevant information regarding the customer's background and circumstances is recorded. Establishing the customer's identity is the only priority.

Distractions

109. Distractions in the interview room, for example children and mobile phones, can be a problem. The NINO Customer Adviser should remind the customer about their responsibility and fully control the interview process. Ask the customer to switch off any mobile phone, if applicable.

Language difficulties

110. The NINO Customer Adviser should confirm the spelling of names and places, ask for clarification if doubts arise and identify if an interpreter is needed.

111. If an interpreter is used, the NINO Customer Adviser must be satisfied that the interpreter is asking the customer the questions and not answering on the customer's behalf. When, after being asked to do so, the interpreter does not relay the questions to the customer, the NINO Customer Adviser must:

Step	Action
1	terminate the interview; and
2	make an alternative appointment when another interpreting service will be available; or

Starting the interview

112. [Start the Evidence of Identity/Right to Work](#) interview as follows:

Step	Action
1	ensure all the needs of the customer will be met, that is interpreter, hearing loops etc. If the booked interpreter has not arrived, consider the use of Language Line ;
2	ensure that there are no distractions, for example children, mobile phones etc
3	ensure the NINO Customer Adviser has form CA5400 , or MF47 if required, ready for completion;

Note: LMS refers to Evidence of Identity (EOI) interviews only however, for employment inspired applications this interview is also used for evidence of “right to work”

113. Record the start of the interview on Labour Market System (LMS) as follows:

Step	Action
1	access the customer’s LMS record;
2	click on O/S Int hotspot to show the Outstanding Interview window; ensure the correct NINO EOI interview record is accessed
3	click on Start to start the interview;
4	If the interview has been booked to another officer a message will appear; ‘This interview was booked for another officer – do you want to be confirmed as the interviewer?’ click ‘Yes’;
5	Answer the pop up question as to whether it is an AO or an EO interview being conducted;
6	use the App Notes hotspot to check the documentation that the customer said that they would bring to the interview when the interview was booked;
7	Note: It may be worthwhile looking at any Conversations recorded against the client record at this point. Do this by clicking on the Conv button on the client record frame.

Creating a Conversation

114. To create a record in LMS conversations, take action as follows:

Step	Action
1	click on the Conv button. If no conversations have been recorded previously a message displays, "No conversations recorded. Would you like to record a new one?" Click Yes;
2	if there are existing conversations recorded, the List of Conversations With Client window opens. Click on New button;
3	The Open/Create Conversation With Client window displays. Click in Details field and record the information. Always start the message with ‘NINO EO/RTW’ ;
4	click Save button, message displays "New conversation details saved." Click OK;
5	click Close button to close the window.

Viewing a Conversation

115. To view a record in LMS conversations, take action as follows:

Step	Action
1	click on the Conv button. The Open/Create Conversation window displays;
2	highlight the required conversation and click Detail button;
3	The View Conversation With Client window displays;
4	to amend a conversation, click the Amnd button. The text can then be amended. Click Save button and a message displays, "Amended conversation detail saved". Click OK;
5	click the Close button to close the window;
6	to create a new conversation, click the New button.

116. Conduct [the EO/RTW interview](#) to establish the customer’s identity and [complete form CA5400](#) and/or [MF47](#) as appropriate.

Types of questions to be asked

117. The NINO Customer Adviser must always consider each customer’s individual circumstances when obtaining information as each case will vary.

118. Pre-printed pro forma and checklist questions must not be used as they restrict the interview process. Each interview must be individual to each customer.

119. The NINO Customer Adviser may need to establish the following information during the [EO/RTW interview](#). All these details may not be needed as the information required needs to prove sufficient to corroborate a particular customer’s identity.

Personal details

120. Personal details should include:

- forename(s) in full;
- surname(s) in full;
- other/alternative names used in full;

alternative spelling of names;
previous/alternative names used in full;
date of birth;
date(s) of marriage / civil partnership;
date(s) of divorce / termination of civil partnership;
current address; and
previous addresses in the UK.

Family details

121. Family details should include:
forename(s) of spouse/civil partner/children;
surname(s) of spouse/civil partner/children/parents;
family names including maiden/family name of customer's mother;
any other names;
date(s) of birth of spouse/civil partner/children;
current address(es) of spouse/civil partner/children;
previous address(es) of spouse/civil partner/children in the UK;
full employment details of spouse/civil partner;
full educational details of spouse/civil partner/children; and
full benefit history of spouse/civil partner/children.

Employment history

122. Employment history should include:
employer(s) names, addresses, telephone numbers;
staff/clock numbers;
type of work/contract details;
periods of employment;
wage/salary/remuneration details;
details of self-employment, for example periods, accounts, tax
references/numbers;
periods of company directorships, for example company name(s) and status;
and
any periods of voluntary work, for example charity work names, addresses
and telephone numbers.

Education history

123. Education history should include:
names and addresses of schools/colleges/universities attended;
dates of attendance;
course/subject studied;
grades attained; and
diplomas/certificates/school reports.

Benefit history

124. Benefit history should include:
which benefit was/is claimed, for example Income Support, Child benefit;
location of claim(s), that is office name/address;
period(s) of claim; and

who made the claim to benefit.

Journey to and arrival in the United Kingdom

125. Journey to, and arrival in, the United Kingdom (UK) details should include:
date(s) of arrival in the UK;
method of transport;
place of arrival, for example airport terminal/coastal port;
reason for visit to UK;
details of previous visit(s) to UK, for example dates, methods of transport, address, employment/education.

Miscellaneous details

126. Miscellaneous information should include:
names and addresses of family doctors;
periods/addresses in hospital;
periods/addresses in care;
periods/addresses in custody/on probation;
service details in Her Majesty's Forces, for example rank, number, units, dates etc; and
service details in Merchant Navy, for example shipping lines, dates.

Note: The above lists are not exhaustive. Questioning can prompt further questions which then need expanding and clarifying. Always obtain copies of any evidence if available.

Completion of form CA5400

General

127. Form CA5400 is the application form used to register for a National Insurance Number (NINO).

128. The form must be completed by the NINO Customer Adviser , on behalf of the customer, at the [Evidence of Identity/Right to Work \(EOI\) interview](#) unless the customer specifically asks to complete it themselves.

When to complete form CA5400

129. Form CA5400 must be completed unless the customer is:
over pension age;
a fastpath applicant;
a Ghurka claiming Tax Credits or Child Benefit; or
a NINO upgrade is required.

About form CA5400

130. Note that form CA5400:
is a security form issued and controlled by the Finance Stockholder;
must remain in possession of the NINO Customer Adviser at all times;
must never be issued by post or taken away from the office by the customer;
should be completed in block capitals and in black ink

must be signed by the customer at Part G;
if completed on behalf of the customer, the NINO Customer Adviser must annotate Part G and Part I DWP Official Use;
must have inappropriate boxes/parts crossed through;
if any box(es) is crossed through in error, enter the relevant details in the box and write 'stet' alongside the box. Ensure the customer initials/signs and dates to agree the amended entry; and
should be completed based on the risk associated with each application.

Note: Form [CA5400](#) will be rejected if illegible or incomplete.

131. Any amendments or corrections to form [CA5400](#) must be dated and initialled or dated and signed by the customer only. Correction fluid must not be used.

132. All relevant information must be included with correct and full spelling of names and correct documentary evidence serial numbers quoted.

Covering pages

133. Ensure the customer reads the covering pages – Application for a National Insurance number/data protection statements – before the interview commences.

134. The purpose of the tear-off page is to:

- assist the customer in understanding the basic NINO application process;
- give the customer an opportunity to declare if they have ever applied for a NINO previously;
- explain to the customer that it is a joint application form;
- provide the customer with the data protection statement; and
- be retained by the customer for future reference to enable them to:
 - o notify a change of address whilst their application is being processed;
 - o quote their reference number in any future contact with Department for Work and Pensions (DWP) or HM Revenue and Customs (HMRC); or
 - o prove to an employer that a NINO has been applied for.

135. The NINO Customer Adviser must enter the customer's name, the date and the office stamp in the relevant boxes within the official use box before carefully detaching and giving to the customer to retain.

Part A – About you

General

136. The official use boxes must be completed when appropriate.

137. Once a NINO has been allocated by the Central Control Unit (CCU), enter the NINO in the DWP Official Use: NINO Allocated/traced box.

138. [HM Revenue and Customs National Insurance Registrations \(NI Regs\)](#) will enter the batch number in the NI Reg Official Use: Batch no box.

139. In the remaining DWP Official Use box, entries should be made as follows:
the relevant CCU number must be entered, either by the interviewing site or CCU, and before dispatch to NI Regs, in the CCU Number box;

the NINO Customer Adviser must enter the name of the office where the EOI interview took place, or if it took place off DWP premises their home office number, in the NINO Customer Adviser Site Name box; and

the NINO Customer Adviser must enter the number of the office where the EOI interview took place, or their home office number if it took place off DWP premises, in the Interviewing Site Number box.

Part A1 – personal details

Completion of Part A1

140. This will always be the surname and forename that the customer wants to be known by when dealing with DWP and IR for any future correspondence, for example the name used when benefit was claimed or the name to be used for the NINO Notification Card ([RD3](#)).

Note: In benefit inspired cases, this is the name entered on [form DCI1\(B\)](#) tear-off as all personal details entered here will supersede the original claim form.

141. Customers may be using two names at the same time. If so, action as follows:

Step	Action
1	Part A1 must be completed with the surname and forename that the customer wants to be known by when dealing with DWP/IR;
2	details of the name they are using at the same time must be recorded in Part A2 ;
3	the Name 1 column in the DWP Official Use box should be ticked to indicate this name is being used concurrently with that at Part A1;
4	the RD3 will always be issued to the name recorded at Part A1;
5	tick the appropriate title box that the customer wants to use. If a non-standard title is requested, for example Sir, Major, Rt. Hon, Lady etc., use the 'other' box to specify.

Background to completion of Part A1

142. On allocation of a NINO, the title and the customer's full name must be entered in the 'requested name' field on the Departmental Central Index (DCI) system, for example Rt. Hon Robert Smith.

143. If a suffix is requested, for example Justice of the Peace (JP), Officer of the Order of the British Empire (OBE) etc., this should be recorded at the end of the customer's full name in the 'requested name' field on DCI, for example Rt. Hon Robert Smith OBE.

Note: Allocation should be done under the name recorded in section A1 except when the customer's documentary evidence, for example passport, birth certificate etc., does not match the entry recorded at Part A1.

144. If this is the case, then allocation must be done under the documented name at [Part A2](#).

145. If the customer is using two names at the same time, the NINO should be allocated under the name at Part A1 indicated by the tick box at [part A2](#).

146. If the customer's documentary evidence does not match either of the names, the NINO should be allocated in the documentary evidence name.
147. In the DWP Official Use box, tick the name the NINO has been allocated under.
148. [Form DCI1500](#) is only required for benefit inspired cases where the benefits section is unable to update DCI via their system.

Part A2 – other names used

Completion of Part A2

149. Use this section to record every other name the customer is currently using, at the same time as the name at [Part A1](#), has ever used or has ever been known by. Include all variations of spelling of names on primary documentation, for example Home Office (HO) documents and passport.

Note: HM Revenue and Customs Data Protection demands require all variations of spellings on primary documentary evidence, no matter how many there are, to be recorded at A2.

150. Some examples of former names are as follows:

married name, if used;

maiden name;

names used at the same time as that at [Part A1](#);

name(s) misspelt on any documentation (if used to prove identity); and

name adopted from a previous partner.

151. If there are any other documented misspelt name(s), for example on a medical card, ask if the customer uses the name/will use the name when using their doctor.

152. If the answer is yes:

Step	Action
1	record the name at Part A2;
2	record any misspelt names that the customer does not use at Part A10 ;
3	use Part A10 if additional space is required;
4	complete the DWP Official Use box as required.

DWP Official Use box

DCI box

153. The DCI box is for use by the NINO Customer Adviser (NCA) or the CCU. DCI can only hold a maximum of two former names.

154. In cases where there are already two former names held and a misspelt name requires recording, taking precedence over one of the former names, ensure that this name has been ticked in the DCI column.

155. When deciding which two former names should be recorded, the two most recent documented names are likely to be the most useful and should be recorded on DCI.

156. Each case should be considered separately when deciding which names to record, for example the two most recent names may be slight variations of each other and therefore a less recent name could be given priority.

157. If you have any doubts on which former names to include on DCI, [contact the DCI Adviceline](#).

Allocated box

158. The Allocated box is for use by the CCU. If allocation is to be done under the documented former name, tick the customer’s documented name.

Name 1 box

159. The Name 1 box is for use by the NINO Customer Adviser . The NINO Customer Adviser should tick here if a name is being used at the same time as the name recorded at [Part A1](#).

Note: Two names used concurrently will be rare and used exceptionally for customers who need to use two names at the same time. Examples of such customers are:

- actors with stage names;
- artists;
- authors; and
- doctors etc.

Name 1 - example scenario

160. An example scenario would be, a female doctor uses her maiden name as her identity for her practice and wants her [RD3](#) and all other correspondence from DWP and IR in her maiden name. Record this at [Part A1](#). However she uses her married name in all other aspects of her private life. Record this at [Part A2](#) and tick Name 1 box.

Additional name box

161. The Additional Name information held at [Part A10](#) is for use by the NINO Customer Adviser . The box should be ticked if any additional name information is recorded at [Part A10](#).

DCI1(B) tear-off box

162. The Date [DCI1\(B\) tear-off](#) issued box is for use by the CCU for benefit inspired applications. Ensure a copy of the tear-off is attached to the [CA5400](#) and enter date when the [DCI1\(B\) tear-off](#) is issued to the benefits section. This is to ensure that no assumptions are made by [NI Regs](#) when inputting to the National Insurance Recording System (NIRS).

Part A3 - date of birth

Completion of Part A3

163. Complete as follows:

Step	Action
1	if the full date of birth (DOB) is known, either verified or not, state the full date;
2	if only the month and year are known, enter the last day of that month, for example 31 st , and then the month and year;

3	support customer agreement in Part A10 ;
4	if only the year is known, enter the day and month as 31 December and then the year;
5	support customer agreement in Part A10 ;
6	Note: If documentation from the Home Office indicates that the customer's DOB is 01/01/yy, this DOB for DWP/HMRC purposes must be recorded as 31/12/yy.
7	support customer agreement in Part A10 ;
8	complete the DWP Official Use box as required.

DWP Official Use box

164. A certified extract from the Register of Births verifies the DOB of the person named.

165. Only tick the V box if the DOB is supported by an official birth certificate, on official paper, regardless of when it was issued. Otherwise the DOB is NV.

166. If a recently issued birth certificate is provided, try to establish the reason for its issue and record at [Part A10](#).

167. If the DOB stated by the customer differs from that on their document:

Step	Action
1	enter the date on the document;
2	advise the customer it can be changed once they provide evidence of the correct DOB;
3	note details at Part A10 .

Part A4 – sex

168. Tick the appropriate sex box, that is male or female.

Note: this must be the sex at birth unless this was incorrectly recorded at birth.

169. New UK legislation was implemented in April 2005 in relation to transsexual people. Applicants in receipt of a formal Gender Recognition Certificate from the appropriate authority will be accepted in their new gender.

See: The [Verification of Life Events Guide](#) for further information regarding Gender Recognition.

Part A5 – reason for the application

170. Tick the reason why the customer is making an application for a NINO:
 employment applies to all types of employment including full-time, part-time, actively seeking and students working part-time whilst undertaking their studies;
 self-employment applies to all types of self-employment including sub-contractors;

claim to benefit applies to all claims to benefit including a benefit being claimed by the customer or a partner claiming benefit for them. Further information will be asked for at [Part D](#).

if the applicant wishes to apply under Voluntary Contributions, this should have been identified before the interview. The applicant should bring evidence to support this reason with them.

Part A6 – contact details

Completion of Part A6

Home address

171. Ensure the Home address box is completed in all cases, including an unsafe address. If No Fixed Abode (NFA) applies, write No Fixed Abode in the Home address box.

172. The correspondence address box can be completed if the customer has requested their [RD3/DCI10A](#) and/or future correspondence to be sent to a different address, for example a business address or if their home address is quoted as unsafe or NFA.

173. If the customer notifies a change of address before the NINO is allocated, ask for confirmation in writing. If the customer will not confirm in writing, allocate under the original address and explain that the [RD3](#) will not be issued.

174. Ensure that either the confirmation in writing, or a supporting [A6](#) if the customer refused, is immediately attached to the [CA5400](#).

Note: This does not apply for unsafe or NFA addresses identified during the EOI interview.

175. If the customer is working abroad for a UK company, for example Eurocamp, and does not have an address in the UK, their address abroad should be entered as their home address and the customer advised that the [RD3](#) will not be issued to them.

Unsafe address or No Fixed Abode

176. If the home address is unsafe or NFA, proceed as follows:

ask the customer if they want to provide an alternative correspondence address for the NINO notification letter ([DCI10A](#)) and NINO card ([RD3](#)) to be delivered to.

177. The NINO Customer Adviser must use their judgement to fully satisfy themselves that the reasons given by the customer to request the use of an alternative correspondence address are valid and whether it is safe to issue the [DCI10A](#) and/or [RD3](#) to that address.

178. If an alternative address is provided and this address is considered as safe, proceed as follows:

Step	Action
1	record this in the correspondence address field;
2	in the DWP Official Use box, tick RD3 to be issued to correspondence address;
3	support whether the customer wants the DCI10A issued or not to this address in Part A10 .

179. If no correspondence address is offered or this address is also considered unsafe, ask the customer if they want the NINO card delivered to the DWP office for them to collect.

180. If the customer does want the card delivering to the office, action as follows:

Step	Action
1	record the DWP office address, where the Evidence of Identity (EOI) interview took place, in the correspondence address field;
2	in the DWP Official Use box, tick the RD3 to be issued to DWP office address;
3	support this agreement in Part A10 by adding, "I am happy that my NINO card is to be sent to the DWP office and is opened for me to collect";

181. Tell the customer, if an unsafe address applies, that they will be contacted by DWP when their card has arrived at the office and this can take approximately eight weeks.

182. Tell the customer, if NFA applies, that they should contact the DWP office in approximately eight weeks to check if their card has arrived for collection.

183. Advise the customer that they can also call into any DWP office to confirm their NINO, before their NINO card has arrived for collection, as long as they provide proof of their identity.

184. Remind the customer that their NINO card will only be delivered to the DWP office where the EOI interview took place and that proof of their identity is required when they call into a DWP office to confirm their NINO or to collect their NINO card.

185. Advise them to bring with them:

their passport or any other photographic evidence if a passport is not available; and

their CA5400 tear-off page.

186. If the customer does not want the [RD3](#), take action as follows:

Step	Action
1	tick RD3 not to be issued in the DWP Official Use box;
2	if the customer also does not want the DCI10A or confirmation of their NINO, put supporting information in Part A10 ;
3	copy the Part G Declaration page and retain to compare the customer's signature for added assurance when they call to collect their RD3 . It is recommended that this is held by the section Supervisor until required.

187. If the customer advises that they will be able to provide a safe address at a later date, explain to them that their NINO card will still be issued to the correspondence address provided or to the DWP office. Explain that this is due to the complexities of trying to get their new address recorded in writing and attaching it to the application in time.

See DCI Bulletin No.15/2002

Other boxes

188. Complete other boxes as follows:

Step	Action
1	enter details of all telephone and fax numbers as applicable;
2	enter the date that the customer began living at the address quoted;
3	tick the resident at home address for the next three months box;
4	complete the DWP Official Use box as required.

DWP Official Use box

189. Complete as follows:

Step	Action
1	tick the RD3 not to be issued box if for any reason an RD3 will not be issued to the customer, for example the customer does not want an RD3 or the customer will not be in the UK for the next three months;
2	document the customer’s agreement to not wanting the RD3 at Part A10 and also add whether or not the DCI10A confirmation is required;
3	if the RD3 is to be issued, tick either home address, correspondence address or DWP office to notify NI Regs where to issue the RD3 ;
4	if the customer has quoted both a safe home address and an alternative correspondence address, for example business address, ask the customer where they want their RD3 to be issued to and indicate this in the box;
5	detail supporting information at Part A10 ;

Part A7 – previous addresses in the United Kingdom

190. If applicable, previous addresses in the United Kingdom (UK) should cover a two year period, if possible, with the most recent address shown first. Include the dates of residence at each address.

191. The NINO Customer Adviser should use their judgement to decide which addresses are recorded here. If the exact dates are not known, encourage a best estimate from the customer.

Part A8 – marital or civil partnership status

192. Tick the appropriate box.

193. The Civil Partnership Act 2004 came into force throughout the UK on the 5th December 2005. This means that **same sex couples** can notify their intent to form a civil partnership and be treated in the same way as married couples. The process of entering into a civil partnership is administered by the local registration service. The Act also allows for **same sex couples** who have entered legally recognised overseas relationships to be treated as civil partners in the UK.

194. The following relationships are recognised as civil partnerships in the UK as they are listed in Schedule 20 of the Civil Partnership Act:

Country or Territory	Relationship known as:
Andorra	unió estable de parella

Australia: Tasmania	Significant relationship
Belgium	marriage
Belgium	cohabitation légale, wettelijke samenwoning, gesetzliches zusammenwohnen
Canada	Marriage
Canada: Nova Scotia	domestic partnership
Canada: Quebec	union civile, civil union
Denmark (including Greenland)	registreret partnerskab
Finland	rekisteröity parisuhde, registrerad partnerskap ²
France	pacte civil de solidarité
Germany	Lebenspartnerschaft
Iceland	stadfesta samvist
Luxembourg	partenariat enregistré, eingetragene partnerschaft
Netherlands	Marriage
Netherlands	geregistreerd partnerschap
New Zealand	civil union
Norway	registrert partnerskap
Spain	Marriage
Sweden	registrerat partnerskap
USA: California	domestic partnership
USA: Connecticut	civil union
USA: Maine	domestic partnership
USA: Massachusetts	Marriage
USA: New Jersey	domestic partnership

Part A9 – current and former marriage or civil partnership details

195. Capture details as appropriate for both male and female customers.
196. If this section is relevant to the customer, enter as much information as possible. If exact dates are not known, clearly state the day, month or year that is known.
197. Marriage or civil partnership, enter;
M for marriage or
CP for civil partnership.
198. Reason ended, enter;
D for divorced or civil partnership dissolved
W for widowed or surviving civil partner
A for annulled or
V for void.

² Please note that the Swedish used in Finland is slightly different than the language used in Sweden.

Reason ended

199. A marriage or civil partnership may be annulled/made void for several reasons, for example either party was suffering from a mental disorder so they were unfit for marriage.

200. A UK marriage may be made void if it was not valid at the time of the ceremony because either party was:

- already lawfully married,
- under sixteen years of age; or
- too closely related.

Part A10 – additional information

201. Use this section to record any additional information relevant to the About you section Parts A1 to A9. If more space is required, continue at [Part F](#).

202. If any misspelt names never used or intended to be used by the customer are recorded here, the reason for recording them must be explained to the customer. The Additional Name information held at Part A10 tick box must be ticked at [Part A2](#).

Part B– About nationality and residence**Part B11 - nationality**

203. This part must be completed in all cases.

204. If the customer has dual nationality, ask them for their main nationality and enter this in B11a. Their secondary nationality should be entered in B11b.

Part B12 – social security number

205. If available, record if the customer has a social security number in their country of nationality, or both numbers if they have dual nationality.

Note: Only the primary nationality can be recorded on the National Insurance Recording System (NIRS2).

Part B13 – European Economic Area nationality

206. Questions 13a – 13d must be completed for customers who are a national of a country in the European Economic Area (EEA), excluding the United Kingdom. Information recorded here will help IR or International Pension Centre (IPC), formerly Pensions Overseas Directorate, to determine further action including possible completion of [Form E501](#).

207. EEA member countries are as follows:

- Austria;
- Belgium;
- Cyprus;
- Czech republic;
- Denmark;
- Estonia;
- Finland;
- France;

Germany;
 Greece;
 Hungary;
 Iceland;
 Ireland;
 Italy;
 Latvia;
 Liechtenstein;
 Lithuania;
 Luxembourg;
 Malta;
 Netherlands;
 Norway;
 Poland;
 Portugal;
 Slovakia;
 Slovenia;
 Spain;
 Sweden;
 Switzerland; and
 United Kingdom.

208. If the information is available, capture as much detail as possible to assist IPC with action for EEA cases or to determine under the European Union Social Security Regulations.

Completion of Part B13

209. Complete this section as follows:

Step	Action
1	enter the country where the customer was born in Part B13a;
2	enter the customer’s last home address in their country of nationality in Part B13b. For example, if the customer has an Austrian nationality but has been living in Portugal, the address here would be the customer’s last address in Austria;
3	state the customer’s father’s name in full, if known, in Part B13c;
4	state the customer’s mother’s name in full, if known, in Part B13d. This should be their current name, not the maiden name if married.

210. [NI Regs](#) will record the date of entry for National Insurance liability onto NIRS2 in the NI Reg Official Use Date of Entry box.

Part B14 – current and previous stays in the United Kingdom

Note: Only periods of 30 days or more are required. Do not include stays of less than 30 days with the exception of the current stay.

211. If the customer has ever lived /worked in the UK before, since birth, all periods of stays in the UK for 30 days or more must be captured. IR requires this

information for liability purposes and to determine if the customer could previously have been allocated a Child Reference Number (CRN) or NINO.

212. All visits should be listed in order starting with the earliest and ending with the current stay in the UK.

213. If the customer was born in the UK, cross through the date arrived in the UK box.

214. If the customer does not know the exact dates for stays in the UK, especially the arrival date for current stay, and this cannot be supported in their passport, establish approximate dates. This information is essential for [NI Regs](#), [Self Employment Services](#) or [Centre for Non-Residents](#).

215. Following the date of arrival for the current stay, cross through the Date left the UK box.

216. Examples of the purpose of the stay in the UK could be:

- born in the UK;
- as a child, parents lived in the UK;
- student;
- working holiday;
- employed;
- self employed;
- visiting relatives; or
- to join spouse etc.

Part B15 – additional information

217. Use this section to record any additional information relevant to the customer's nationality and residence details supplied in Parts B11 – B14. If more space is required, continue at [Part F](#).

Part C – About your employment

218. This part must be completed if the customer is currently working, about to start work or has ever worked for an employer in the UK since the age of 16.

Part C16 – employment details

219. Provide details of current and past employers. If the dates are not confirmed/known, enter an approximate date or the start date as the 1st of the month and the last day of the month for when employment ceased.

Part C17 – actively seeking work

220. Provide information here if the customer is not working but is looking for work.

221. The customer can demonstrate that they are looking for work, for example they may provide proof of applying for job vacancies such as:

- job advertisements;
- job centres approached;
- employment agencies approached; and
- letters from employers, for example unsuccessful job applications.

222. Tick the relevant expected outcome box from a job application made by the customer as follows:

Step	Action
1	tick awaited if the customer is still awaiting a decision from the employer;
2	tick registered if the customer is registered with an agency and is awaiting referrals;
3	tick unsuccessful if the customer has had a decision from an employer that they are unsuccessful;
4	if evidence of the outcome is available, tick the DWP Official Use evidence box that they are unsuccessful.

223. This evidence should be used as part of the Evidence of Identity corroborative checks

Note: Customers must not be refused an interview if they are looking for work.

Part C18 – self employed

224. If the customer is about to become or has ever been self employed in the UK since the age of 16, record all available information.

225. The NINO Customer Adviser should consider obtaining some of the following details :

the customer's accounts or accountant;

how they advertise their business;

their business bank accounts, name and branch only;

if they are sub-contracted, the companies they are sub-contracting to; and

if they have completed form **CWF1** and registered with IR.

226. Complete the DWP Official Use box as required. If they have not completed form [CWF1](#), give the customer leaflet [P/SE/1](#) for the tear-off, [CWF1](#), to be completed. This can be attached to the [CA5400](#). The leaflet can be obtained through normal stationery channels.

Part C19 – additional information

[227. Use this section to record evidence of the customers “right to work” and any additional information relevant to the customer’s employment details supplied in Part C16 – C18. If more space is required, continue at Part F.](#)

Part D – About your benefit claims

228. This part must be completed if the customer is claiming or has ever claimed benefit, or if someone else is claiming or has ever claimed benefit for them in the UK including Child Benefit.

Part D20 – claimed benefits

229. Complete as appropriate and include here if the customer knows whether his/her parents have ever claimed child benefit for them in the UK.

Part D21 – additional information

230. Use this section to record any additional information relevant to the customer's benefit details supplied in Part D20. If more space is required, continue at [Part F](#).

Part E – Additional information

231. The NINO Customer Adviser will use their judgement as to how much information is required at each question to support the application, using the risk approach.

Part E22 – education

232. This section must be completed if the customer is currently a student and is working part-time to support their studies. As a minimum, the current study details are required.

233. If required, other education details can be recorded here to enable thorough corroboration checking.

Part E23 – about where you live

234. If required, tick the relevant box to describe where the customer lives. Support this in E23a – E23d to enable thorough corroboration checking.

Part E24 – journey details to UK

235. If required, capture the journey details here to determine how the customer travelled to the UK for their current stay, as recorded in the last entry in [Part B14](#). Record as much information as necessary to enable thorough corroboration checking.

236. The customer may not be able to answer all questions. The following list is not exhaustive and is only intended as a guide:

- dates of arrival, if known, from start of journey to arrival in UK;
- all modes of travel;
- the country started from and the details of countries passed through;
- if travelled by plane where it landed/refuelled;
- the immigration controls passed through;
- who arranged travel for the customer;
- where the customer entered the UK; and
- who met the customer at their point of entry into the UK

Note: Provide details of journey from point of arrival in UK to first residential address.

Part E25 – about help with this application

237. This section must be completed if a third party has attended the interview to assist the customer in any way. This could be a friend, relative or an interpreter.

238. If the customer, or interpreter, does not want to provide this information, the reason should be explored at the interview and documented at Part E26 for the Authorising Officer to consider when making a decision whether to allocate or not.

239. Complete the DWP Official Use box as required. If telephony based interpreting services are used, for example Language Line, record the name of the interpreter, if supplied, their ID number and the language provided.

Part E26 – additional information

240. If required, use this section to record any additional information supplied in Parts E23 – E25. If more space is required, continue at [Part F](#).

Part F – Other information

[Use this section to record any additional information to verify an applicants “right to work” in the UK](#)

241. The NINO Customer Adviser will use their judgement as to how much information is required at this part to support the application, using the risk approach.

Part F27

242. If required, use this section to provide any other information that is relevant to the customer’s application for a NINO. This could be to record:

- evidence to prove the customer’s right to work in the UK
- other people or organisations the customer has had dealings with;
- their doctor or dentist including National Health Service number if known;
- admittances into hospital, prisons in the UK etc; or
- details of bank/building societies name and branch only, do not record bank account number.

Part G – Declaration

243. This part must be completed in all cases, action as follows:

Step	Action
1	in all cases, ask the customer to sign and date the application ensuring that they have read, or had read to them, and understood the whole declaration;
2	if the form has been completed for a NINO upgrade, cross through line a;
3	if the customer is not from the Republic of Ireland, delete line f relating to contacting the Department of Social and Family Affairs ;
4	if the NINO Customer Adviser has completed the form, delete line h relating to a third party completing the form;
5	if a third party has completed the form, for example a friend, insert their full name in the appropriate place at line h and delete line g;
6	in the DWP Official Use box on page 14, tick application completed by other;
7	if the customer has completed the form, delete lines g and h.

Note: If any part(s) are crossed through in error, clearly write Stet alongside and ask the customer to initial/sign and date the amendment.

Part H – Official Use documentary evidence

General

244. This section must be completed in all cases where documentary evidence is provided. If no documentary evidence is provided, this should be explained in [Part F](#).

245. Details of all documents examined must be entered. Photocopied documents must be sent to [NI Regs](#) with the [CA5400](#). All serial or reference numbers must be recorded where appropriate.

246. The list of documents provided in this section is for guidance only and must not be considered as an exhaustive list or that the documents listed are mandatory. Use the Others part if any additional evidence is provided.

247. On a home visit where the customer has not allowed documents to be taken back to the office for examination, ensure full details of all the documents seen are listed. The Provided column should be ticked but the Copy attached column should not be ticked. Support this in [Part F](#).

Provided column

248. Tick in the Provided column for every piece of evidence provided by the customer to support their application for a NINO.

249. If bank card/statement details have been provided as evidence, record these details and tick the box provided but not the Copy attached box. Do not photocopy due to security reasons.

Note: All copied documents must be stamped true copy on the side photocopied but not on the blank reverse side. All photocopied documents must be stamped as true copy.

Copy attached column

250. Tick in the Copy attached column for every item of evidence the customer has supplied, when photocopied for [NI Regs](#).

Serial number or reference number column

251. Record the serial or reference numbers of all documents presented, where appropriate, in the Serial number or Reference number column.

Security checks undertaken column

252. The Security checks undertaken column must be signed, by the officer who has completed the checks, as a minimum whenever there is a passport presented. All other primary evidence with security features must be checked and signed that these checks have taken place. If no documents with security features are provided, you must insert n/a to acknowledge that this check has been considered.

Central Control Unit /National Identity Fraud Unit contacted column

253. Tick in the CCU/NIFU contacted column if the CCU or [National Identity Fraud Unit \(NIFU\)](#) have been contacted about any of the evidence. Specify details in the relevant box.

Passport/Visa restrictions column

254. Tick the appropriate box in the Passport/Visa restrictions column if there are any passport/visa restrictions. For example, when the customer’s passport has been stamped:

- no recourse to public funds;
- ,the customer has leave to remain but cannot engage in any employment; or
- illegal overstays in the UK have occurred.

Part I – Official Use - for completion by DWP/HMRC

Type of application box

255. Tick the relevant box.

The interview took place at box

256. Tick the relevant box. If the interview did not take place at the DWP office, customer’s place of employment or the customer’s home, specify where it took place in the other box.

Interviewing officer box

257. In all cases, the NINO Customer Adviser must:

Step	Action
1	tick who completed the CA5400;
2	tick other if the CA5400 was completed by a third party;
3	record either their, or the third party person’s, signature, full name, date of EOI interview and telephone number.

Countersigning officer box

258. In all cases, the Countersigning Officer must:

- see the customer;
- scrutinise the original documents provided;
- perform a 100% scrutiny of form **CA5400** to ensure correct completion to completion guidance standards; and
- enter their full signature, full name, date and telephone number.

This must be done before the customer leaves the office.

Note: The Countersigning Officer’s check must be completed in 100% of cases and is a VAT2000 check. Failure to perform the above scrutiny will result in unnecessary re-work and the customer being recalled into the office.

DWP (CCU) official use box

259. In all cases, the officer who has performed the Specialist Trace action must:

Step	Action
1	tick the relevant box to indicate the outcome of this trace then enter their full signature, name and date;
2	enter the signature and full name of the officer who carried out the

completed VAT2000 check plus the date.
--

NI Regs official use box

260. This section is for [NI Regs](#) to use to record their action during registration onto NIRS2.

Rejection of form CA5400

261. Illegible and incomplete forms [CA5400](#) will be returned by the CCU resulting in unnecessary delay. Accurate completion of form [CA5400](#) at the EOI interview is essential.

262. Forms are most commonly rejected for the following reasons:

- corrections made are not initialled/signed and dated by the customer;

- document serial numbers are not correctly noted in the official use documentary evidence box; and

- the customer's documentation shows discrepancies, for example misspelling of name or omission of a middle name and justification of the discrepancy is not noted on the form.

Form MF47 statement**General**

263. Following introduction of the new [form CA5400](#) in August 2002, form MF47 statement should only be completed in cases where form [CA5400](#) is not required, for example:

- the upgrade of a level 3 National Insurance Number (NINO), National Insurance Recording System (NIRS) maintained, to level 1; or

- benefit inspired applications from customers over pension age.

264. Form MF47 statement is fundamental in establishing a customer's identity. The NINO Customer Adviser acts on behalf of the Secretary of State to:

- gather evidence;

- question the customer; and

- resolve any doubts about the customer's identity.

265. Form MF47 statement must therefore:

- be completed by the NINO Customer Adviser ;

- reflect the information obtained at the interview;

- establish the customer's identity;

- be read back to the customer;

- be initialled and dated on each side, if appropriate, by both the customer and the NINO Customer Adviser and any unused space struck through; and

- reflect the fact that an interpreter was used, if appropriate.

Form MF47 best practices

266. When completing form MF47 statement, ensure the following best practices are applied:

- use of the first person;

- customer is given a full and proper explanation of the statement;

customer agrees that the statement is a true record of the interview;
 correct and full spelling of names;
 accurate notation of dates;
 discrepancies are explained after they have been probed and resolved;
 form is signed on both sides, if appropriate, by the customer and the NINO Customer Adviser ;
 there are no unaccounted for gaps in the statement, for example periods of time spent in the UK;
 negative or incomplete responses are suitably noted; and
 full name, address and contact number of any interpreter used is recorded.

Form DCI10D

267. Following introduction of the new form [CA5400](#) in August 2002, [form DCI10D](#) should only be completed in cases where form [CA5400](#) is not required, for example:

the upgrade of a level 3 NIRS maintained NINO to level 1; or
 benefit inspired applications from customers over pension age .

268. [Form DCI10D](#) is a declaration to be completed and signed in full by the customer at the Evidence of Identity interview. It authorises the department to check the accuracy of the customer's information with all possible third parties.

269. The NINO Customer Adviser can complete the form on behalf of the customer. All third party details must be shown separately on the form.

Customer refuses to sign form DCI10D

270. The customer may refuse to sign [form DCI10D](#) or allow contact with some third parties. Ensure [form MF47 statement](#) is noted accordingly and referred to the Authorising Officer at the Central Control Unit (CCU) for consideration.

Note: In benefit inspired applications, the Authorising Officer's decision should be recorded at Part D of [form DCI1 \(B\)](#) or [DCI1\(TC\)](#). If the decision is not to allocate a NINO, refer to the Decision Maker to disallow the claim under Section 19 of the Social Security Administration (Fraud) Act 1997.

Recording the evidence

Record evidence on LMS as follows:

Step	Action
1	after starting the interview, the Interview in Progress window will display;
2	click on NActn button to bring up a list of documentation;
3	highlight the document presented by the customer and click the select button;
4	repeat steps 2 and 3 for all documents presented;
5	if an NActn is selected incorrectly, highlight the action and click on the DActn button. Message displays, 'Are you sure you want to delete this action?'. Click yes and the action will be removed;
6	free-text notes may also be recorded within the Interview in Progress

	window; Use this section to record information related to Right to Work e.g. evidence the customer has supplied Note: Remember that any notes recorded here are available to the customer under the Data Protection Act;
7	if the customer does not provide all their documentation, they should be encouraged to return with any further documents – for example passport or ID card – before the application is sent to the Central Control Unit (CCU).

Ending the interview

271. Ensure all forms are fully completed, amendments/corrections are agreed and noted and that the NCA and customer have both signed the copies of the documentation as a true copy. Ensure also that evidence details are recorded on LMS as well as form [CA5400](#). The NCA should retain all documents from the customer to pass to the Countersigning Officer.

272. Record end of interview on LMS as follows:

Step	Action
1	on the Interview in Progress window, click End button;
2	message displays, 'The system will save new actions and end the interview. Continue?'. Click yes;
3	message displays, 'Interview successfully saved and ended'. Click ok;
4	the interview record will be saved and the Completed Interview window will display;
5	within this window, each of the documents selected as NActn from the Interview in Progress during the interview will be listed;
6	click on Close button to leave the record and return to View Client Details window;
7	correct any anomalies identified in the LMS client record e.g. spelling mistakes, omissions;
8	click Close button to close the View Client Details window;
9	a warning message may display advising that 'the client holds an old ethnicity category, it should be updated'. Please ignore this message.
10	pass all the application documents to the Countersigning Officer, ensuring that the local stock control record has been completed.

Post interview action

273. The Countersigning Officer must check 100% of cases for VAT2000 check 2212 purposes.

274. Take action as follows:

Step	Action
1	see the customer;
2	check the original documents provided;
3	perform 100% check of form CA5400 to ensure it has been completed

	correctly;
4	check all boxes of form CA5400 not completed are crossed through;
5	ensure this check is completed immediately after the interview and that any mistakes are rectified before the customer leaves;
6	sign the Countersigning Officer's declaration on form CA5400 Part I;
7	sign and check that all copies are signed as true copies;
8	If original documents are to be retained. Permission must be sought from the customer and receipt FF300 must be issued. Note: If the customer does not give permission for whatever reason, complete an A6 to this effect and include in the casepapers;
9	pass the application form with all associated documents to the DET for a second examination.

275. If documents are found to be legitimate, at first or second examination, the Countersigning Officer must still conduct the VAT2000 check 2212 on 100% of cases as outlined in steps 1 – 7 above.

276. Documents not retained should be passed back to the customer by hand. Documents previously retained should be posted to the customer as soon as possible. However it may be more effective to contact the customer to arrange for the customer to come in to the office and collect the documents.

Dispatch of forms

Dispatch of completed form CA5400

277. Following completion of the interview and Countersigning Officer checks the completed [CA5400](#) and supporting documents must be dispatched to the CCU. Update LMS as follows:

Step	Action
1	access LMS and click in Client icon;
2	remove 'by clicking detail';
3	from View Client Details window, click Detail button. Click IntHlst button and select the EOI interview;
4	click on the 'NActn' button;
5	highlight and select 'papers sent to CCU';
6	Completed Interview window re-displays with action added;
7	click Close button to close the Completed Interview window;
8	click Close button to close Intervention History window;
9	click Close button to close View Client Details window.

278. Form CA5400 and supporting documentation must be passed by hand to the Stockholder.

279. The Stockholder must complete CA5400 Stock Control Record Book to show:

Column	Enter
--------	-------

4	The customer's name and date of birth;
5	The type of application e.g. 'Ben' for benefit inspired; 'Emp' for employment inspired;
6	Their initials and the date the form is returned by the NINO Customer Adviser to be passed to the CCU.

280. When the Stockholder has completed CA5400 Stock Control Record Book, the Stockholder must;

Step	Action
1	Collate form CA5400 completed that day with any supporting documentation;
2	Transfer for CA5400 and any supporting documentation to the CCU for their action.

Transfer of form CA5400

281. Whenever form CA5400 and any accompanying documents are transferred between Departmental offices, they must be transferred securely:

Using a blue pouch and a numbered security tag;

Enclosing an **EF413 receipt** completed in triplicate with details of the total number of forms contained within the pouch.

282. The Stockholder must:

Retain one copy of form **EF413 receipt**;

Ensure;

- o Two copies of form [EF413 receipt](#) accompany the documents being transferred;
- o One copy of form [EF413 receipt](#) is returned by each receiving officer.

Note: it is not necessary for individual CA5400 forms to be detailed on the [EF413 receipt](#).

283. If at any stage during the transfer of form CA5400 discrepancies are identified in the contents of the blue pouch, these must be fully investigated and details notified to:

[National Identity Fraud Unit \(NIFU\);](#)

[NI Registrations;](#)

The local Security Specialist; and

The local CA5400 Stockholder.

284. If any missing forms are subsequently found, [NIFU](#), and [NI Registrations](#) must be advised and further guidance requested.

Dispatch of spoiled/cancelled form CA5400

285. If form [CA5400](#) is spoiled or cancelled by the NINO Customer Adviser or at the Central Control Unit (CCU), the relevant officer must:

Step	Action
1	strike through each page of form CA5400 in red ink and note it clearly Spoiled or Cancelled;
2	pass form CA5400 by hand to the Stockholder, if the NINO Customer Adviser ;
3	if a CCU officer, send form CA5400 by secure methods to the Stockholder.

286. The Stockholder must complete the form CA5400 stock control record book to show in column 11:

- their initials;
- the date; and
- that form [CA5400](#) is spoiled or cancelled

Form [CA5400](#) must then be retained securely for 14 months for audit purposes.

Forms and letters

Form A6

287. Form A6 is the form used to record additional/general information obtained from a customer that does not have to be specifically recorded elsewhere.

Form CA5400

288. Form CA5400 is the application form to be registered for a National Insurance Number (NINO).

Form CWF1

289. Form to be completed to register for self employment with HM Revenue and Customs

Form DCI1(B)

290. Form used to request a National Insurance Number in benefit inspired applications.

Form DCI1(E)

291. Form used to request a National Insurance Number in employment inspired applications.

Form DCI1(LA)

292. Form used to request a National Insurance Number in Local Authority inspired applications.

Form DCI1(TC)

293. Form used to request a National Insurance Number in Tax Credits inspired applications.

Form DCI10A

294. Letter issued to customer to advise them of their National Insurance Number

Form DCI10D

295. Form completed by the customer to declare that third parties can be contacted for corroborative purposes.

Form DCI500

296. Form used to amend DCI when details have been recorded incorrectly.

Form E501

297. Form used by HM Revenue and Customs/The Pension Service to determine if they should notify a European Union country that a National Insurance Number has been registered in the United Kingdom.

Form EF413 Receipt

298. Receipt form used to accompany documents being transferred between sites.

Form FF300

299. Form FF300 is the Official receipt form issued to the customer when documents have been retained.

Form MF47

300. Form MF47 is the statement form used to detail the customer's main life events in order to give a full and complete picture of them.

National Insurance Number Customer Adviser Data Protection Act pro forma

301. Pro forma issued to customer to advise them of the Data Protection Act and to record documents taken for examination and copying.

RD3

302. A card issued to the customer advising them of their National Insurance Number.

Useful addresses and contact numbers

DCI Adviceline

Room BP9002, Benton Park View, Newcastle upon Tyne, NE98 1YX. Tel: 0191 225 4343, Fax: 0191 225 9734

National Identity Fraud Unit Advice Line

Room 410, 4th Floor, Newcroft House, Market Street East, Newcastle upon Tyne, NE1 6ND, Tel 0191 215 2828. Fax 0191 215 2789.

HM Revenue and Customs National Insurance Registrations

HM Revenue and Customs, National Insurance Registrations, Room BP1002 Benton Park View, Longbenton, Newcastle upon Tyne, NE98 1ZZ. Tel: 0845 915 7006,

HM Revenue and Customs Centre for Non Residents

Tel: 0845 915 4811

Republic of Ireland – List of Department of Social and Family Affairs offices

To find details of Republic of Ireland local offices, click on the appropriate letter in the following alpha list:

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

C

CARLOW, Carlow, Tel 503 70710, Office Code 522
CARLOW, Muine Bheag, Tel 503 22940, Office Code 523
CARLOW, Tullow, Tel 503 52500, Office Code 524
CAVAN, Cavan, Tel 49 4368960, Office Code 565
CAVAN, Ballieboro, Tel 42 9694020, Office Code
CAVAN, Belturbet, Tel 49 9529010, Office Code 582
CLARE, Ennis, Tel 65 6887806, Office Code 573
CLARE, Ennistymon, Tel 65 7072528, Office Code 575
CLARE, Kilrush, Tel 65 9080030, Office Code 576
CLARE, Tulla, Tel 65 6831908, Office Code 577
CORK, Cork, Tel 21 4270055, Office Code 538
CORK, Bantry, Tel 27 20800, Office Code 515
CORK, Cobh, Tel 21 4908010, Office Code 533
CORK, Mallow, Tel 22 30920, Office Code 635
CORK, Bandon, Tel 23 20200, Office Code 539
CORK, Clonakilty, Tel 23 21210, Office Code 518
CORK, Dunmanway Tel 23 55910, Office Code 519
CORK, Fermoy, Tel 25 49010, Office Code 534

CORK, Kinsale, Tel 21 4702910, Office Code 540
CORK, Macroom, Tel 26 20110, Office Code 542
CORK, Mallow, Tel 22 30934, Office Code 592
CORK, Middleton, Tel 21 4621200, Office Code 535
CORK, New Market, Tel 29 22110, Office Code
CORK, Passage West, Tel 21 4859110, Office Code 536
CORK, Skibbereen, Tel 28 40300, Office Code 520
CORK, Youghal, Tel 24 25020, Office Code 537

D

DONEGAL, Donegal Town, Tel 73 40070, Office Code 634
DONEGAL, Buncrana, Tel 77 200700, Office Code 590
DONEGAL, Dunfanaghy, Tel 74 36750, Office Code 592
DONEGAL, Dungloe, Tel 75 61030, Office Code 568
DONEGAL, Letterkenny, Tel 74 80460, Office Code 588
DONEGAL, Ballybofey, Tel 74 80460, Office Code 589
DONEGAL, Ballyshannon, Tel 72 22030, Office Code 606
DONEGAL, Killybegs, Tel 73 41010, Office Code 593
DUBLIN, North Cumberland Street D1, Tel 1 8742583, Office Code 547
DUBLIN, Gardiner Street D1, Tel 1 8746501, Office Code 548
DUBLIN, Apollo House Tara Street D2, Tel 1 6369300, Office Code 626
DUBLIN, Thomas Street D8, Tel 1 5369330, Office Code 625
DUBLIN, Victoria Street D8, Tel 1 4024000, Office Code 554
DUBLIN, Werburgh Street D8, Tel 1 4070530, Office Code 555
DUBLIN, Ballyfermot D20, Tel 1 6160300, Office Code 632
DUBLIN, Ballymun D9, Tel 1 8165100, Office Code 628
DUBLIN, Clondalkin, Tel 1 1030000, Office Code 629
DUBLIN, Dun Laoghaire, Tel 1 2145540, Office Code 569
DUBLIN, Finglas D11, Tel 1 8581148, Office Code 633
DUBLIN, Kilbarrack D5, Tel 1 8063830, Office Code 631
DUBLIN, Navan Road D7, Tel 1 8380000, Office Code 624
DUBLIN, Nungrove D14, Tel 1 4069000, Office Code
DUBLIN, Tallaght D24, Tel 1 4629400, Office Code 627
DUBLIN, Balbriggan, Tel 1 8020050, Office Code 549

G

GALWAY, Galway, Tel 91 500800, Office Code 578
GALWAY, Clifden, Tel 95 22210, Office Code 526
GALWAY, Ballinasloe, Tel 905 31800, Office Code 579
GALWAY, Gort, Tel 91 630020, Office Code 580
GALWAY, Loughrea, Tel 91 870000, Office Code 581
GALWAY, Tuam, Tel 93 70940, Office Code 583

K

KERRY, Caherciveen, Tel 66 9473440, Office Code 521
KERRY, Listowel, Tel 68 50030, Office Code 614
KERRY, Tralee, Tel 656 7149500, Office Code 609

KERRY, Killarney, Tel 64 70498, Office Code 612
KERRY, Kenmare, Tel 64 40025, Office Code 611
KERRY, Dingle, Tel 66 9150060, Office Code 610
KERRY, Killorglin, Tel 66 9790012, Office Code 613
KILDARE, Kildare, Tel 45 527400, Office Code 560
KILDARE, Droichead Nua, Tel 45 446300, Office Code 559
KILDARE, Athy, Tel 507 40250, Office Code 556
KILDARE, Maynooth, Tel 1 6106000, Office Code 551
KILKENNY, Kilkenny, Tel 56 20360, Office Code 584
KILKENNY, Thomastown, Tel 56 24149, Office Code 587
KILKENNY, Castlecomer, Tel 56 40990, Office Code 586

L

LAOIS, Portarlinton, Tel 502 42110, Office Code 504
LAOIS, Portlaoise, Tel 502 78010, Office Code 505
LAOIS, Rathdowney, Tel 505 46070, Office Code 505
LEITRIM, Carrick-on-Shannon, Tel 78 50070, Office Code 525
LEITRIM, Manorhamilton, Tel 72 20030, Office Code 607
LIMERICK, Limerick City, Tel 61 414799, Office Code 594
LIMERICK, Newcastlewest, Tel 69 20100, Office Code 604
LIMERICK, Kilmallock, Tel 63 20900, Office Code 595
LONGFORD SOUTH, Drogheda, Tel 41 98371130, Office Code 544
LONGFORD SOUTH, Dundalk, Tel 42 9355060, Office Code 561
LONGFORD SOUTH, Ardee, Tel 41 6850950, Office Code 545

M

MEATH, Navan, Tel 46 77010, Office Code 552
MEATH, Ceannanas Mor, Tel 46 80060, Office Code
MEATH, Trim, Tel 46 81040, Office Code 553
MAYO, Achill, Tel 98 45050, Office Code 500
MAYO, Ballina, Tel 96 60833, Office Code 509
MAYO, Belmullet, Tel 97 20026, Office Code 511
MAYO, Castlebar, Tel 94 34280, Office Code 512
MAYO, Westport, Tel 98 50930, Office Code 618
MAYO, Ballinrobe, Tel 92 20070, Office Code 510
MAYO, Claremorris, Tel 94 72500, Office Code 513
MAYO, Swinford, Tel 94 52880, Office Code 514
MONAGHAN, Monaghan, Tel 47 30170, Office Code 567
MONAGHAN, Castleblaney, Tel 42 9795050, Office Code 564
MONAGHAN, Carrickmacross, Tel 42 9698810, Office Code 563
MONAGHAN, Clones, Tel 47 200300, Office Code 566

O

OFFALY, Tullamore, Tel 50625140, Office Code 508
OFFALY, Birr, tel 509 69040, Office Code 502
OFFALY, Edenderry, Tel 405 33580, Office Code 603

R

ROSCOMMON, Roscommon, Tel 903 30930, Office Code 507

ROSCOMMON, Boyle, Tel 79 64033, Office Code 599

ROSCOMMON, Castlerea, Tel 907 25070, Office Code 503

S

SLIGO, Sligo, Tel 71 69965, Office Code 605

SLIGO, Tubbercurry, Tel 71 20040, Office Code 608

T

TIPPERARY, Tipperary, Tel 62 80068, Office Code 532

TIPPERARY, Clonmel, Tel 52 70220, Office Code 527

TIPPERARY, Thurles, Tel 504 20210, Office Code 531

TIPPERARY, Cahir, Tel 52 45200 Office Code 528

TIPPERARY, Carrick-on-Suir, Tel 51 331720, Office Code 530

TIPPERARY, Cashel, Tel 62 64220, Office Code 529

TIPPERARY, Nenagh, Tel 67 50902, Office Code 596

TIPPERARY, Roscrea, Tel 505 30200, Office Code 597

W

WATERFORD, Waterford, Tel 51 356000, Office Code 615

WATERFORD, Dungarvan, Tel 58 20540, Office Code 616

WESTMEATH, Athlone, Tel 902 21610, Office Code 501

WESTMEATH, Mullingar, Tel 44 34220, Office Code 601

WEXFORD, Wexford, Tel 53 65400, Office Code 619

WEXFORD, Enniscorthy, Tel 54 42900, Office Code 620

WEXFORD, Gorey, Tel 55 30040, Office Code 621

WEXFORD, New Ross, Tel 51 440910, Office Code 622

WICKLOW, Wicklow, Tel 404 20440, Office Code 572

WICKLOW, Arklow, Tel 402 20420, Office Code 570

WICKLOW, Bray, Tel 1 2768960, Office Code 571