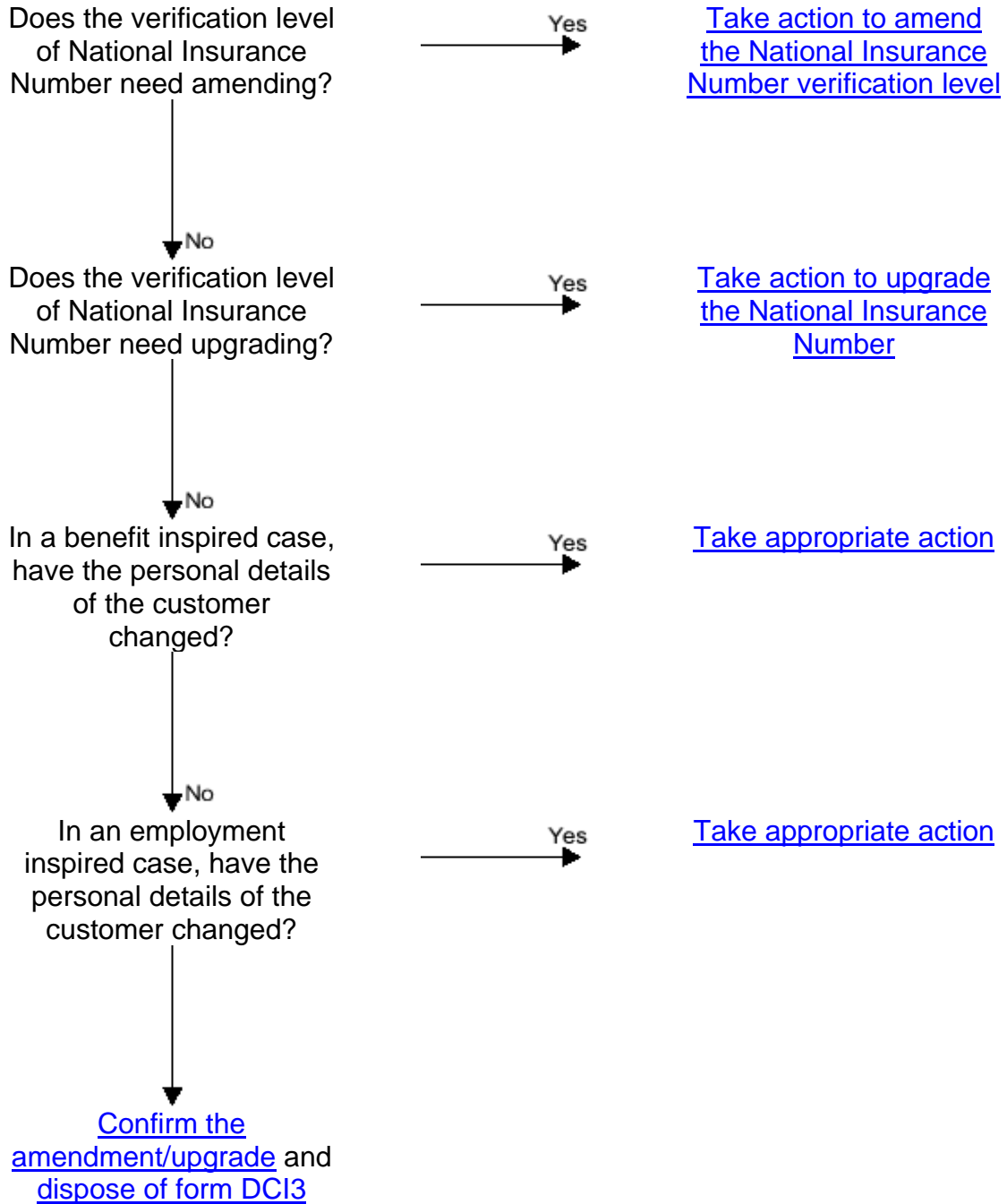


SNAP Guidance

Essential actions

Maintenance of a National Insurance Number



Supporting information

Amending a verification level

General

1. When a Departmental Central Index (DCI) record is created, the verification level given depends on the evidence of identity provided.
2. Verification level 2 Qualified National Insurance Number (NINO) must be upgraded to level 1 when the customer's identity is full established following completion of all the corroborative checks.
3. Withheld
4. Withheld
5. Withheld

How to amend a verification level

6. Any amendment to a NINO verification level must be documented on form [DCI3](#). The Specialist Trace section at the Central Control Unit (CCU) completes form [DCI3](#). To complete form [DCI3](#):

Step	Action
1	complete Part A of form DCI3 to show the customer's identity details;
2	complete Part B of form DCI3 to record details of reason for change, for example: <ul style="list-style-type: none"> • evidence of identity has been fully established by undertaking corroborative checks; • verification level incorrectly set when NINO allocated;
3	pass form DCI3 to the Authorising Officer at the CCU, who will authorise the amendment by completing and signing Part C;
4	on return of form DCI3 tear-off, send form CA5400 to National Insurance Registrations Longbenton , if applicable.

Upgrading a verification level

7. The Specialist Trace Officer carries out this activity at the Central Control Unit when they have checked that the Authorising Officer has completed Part C of form [DCI3](#).
8. The Specialist Trace Officer, using dialogue DCI007 to amend the verification level, must take the following action:

Step	Action
1	input the National Insurance Number (NINO) of the record that

Claims application maintenance LMS

	needs to be changed on DCI into the 'NINO' field;
2	input the surname of the record that needs to be changed on DCI into the 'Surname' field;
3	input Y into the 'Amend Verification Level' field;
4	press ENTER.

Upgrade existing National Insurance Number authorised

9. If an existing NINO can be upgraded, take action as follows:

Step	Action
1	consider NINO verification level ;
2	complete form CA5400 Part 1;
3	pass application to Process Team Leader/Pre-allocation Checking Officer for authorisation.

National Insurance Number upgrade

10. To upgrade a NINO after approval from the Authorising Officer, take action to update the Labour Market System (LMS) as follows:

Step	Action
1	access DCI dialogue DCI 007 and amend NINO verification level;
2	press 'End' button;
3	complete form DCI3 ;
4	access LMS;
5	retrieve 'Client Record' and access the 'Completed Interview' window for the EOI interview;
6	click on 'Naction' and select 'New NINO allocated';
7	select 'DCI10A issued to customer';
8	close the interview record;
9	click on 'Amend' on the 'Client Record' window;
10	enter the NINO in the 'NINO' field on the 'Client Record' window;
11	click 'Save' button to update the changes to the client record;
12	close the 'Client Record' window;
13	record NINO on CA5400 at page 1;
14	for employment inspired applications: <ul style="list-style-type: none"> • complete and issue form DCI10A to the customer; and • complete form DCI1 (E) Part D items 6 and 7;
15	for benefit inspired applications: <ul style="list-style-type: none"> • complete and issue form DCI10A to the customer; and • complete DCI1 (B)/(LA)/(TC) Part D items 6 and 7 and Part E;
16	return Part E of form DCI1 (B)/(LA)/(TC) to the originating office by courier/post/e-mail as appropriate;
17	pass to Checking Officer for Post Allocation checks as appropriate.

Changes in personal details - benefit inspired cases

11. Where the customer is the benefit customer:

- the originating benefit section will input details onto the Personal Details Computer System;
- amendments will be broadcast to DCI.

12. Where the benefit system does not automatically broadcast amendments to DCI, for example Child Benefit or Local Authorities, or the customer is the partner of the benefit customer, the Central Control Unit processing clerk must take the following action:

Step	Action
1	complete form DCI500 Amendment to Personal Details;
2	ensure Part 1 and Part 8 of form DCI500 are fully completed;
3	send the completed form DCI500 to DCI Frontline Services .

13. Any update to the DCI system will be automatically broadcast to the National Insurance Registration System system.

Changes in personal details - employment inspired cases

14. Before any action is taken to amend personal details, the Central Control Unit processing clerk must check to see if an account exists on the National Insurance Recording System 2 (NIRS2) by taking the following action:

Step	Action
1	access dialogue DCI001: View DCI Record;
2	press F4;
3	check NIRS2 interest on this screen.

No NIRS2 interest shown

15. If no NIRS2 interest is shown, take the following action:

Step	Action
1	complete form DCI500 Amendment to Personal Details;
2	ensure Part 1 and Part 8 of form DCI500 are fully completed;
3	send the completed form DCI500 to DCI Frontline Services .

NIRS2 interest shown

16. If NIRS2 interest is shown, use the following forms to notify any amendments:

- [CA5450](#) marriage notification;
- [CA5451](#) amending personal details;
- [CA5452](#) cancelling or notifying Name 2;
- [CA5453](#) notifying a date of birth or death;
- [MF65](#) amending an address.

17. Any other amendments can be requested by minute. Include all contact details and office address stamp. Send all notifications to [Workflow Control](#) who

will make the requested amendments broadcasting the changes to Departmental Central Index.

Confirmation of the amendment/upgrade

18. Departmental Central Index (DCI) will display the current personal details for the National Insurance Number that is to be amended. It will also display the old and new verification levels.

19. The Specialist Trace Officer must take the following action:

Step	Action
1	check the correct DCI record is displayed;
2	check the new verification level shown is correct;
3	if the details are correct, press 'END' to complete the amendment;
4	if the details are incorrect, return to the ENTER DETAILS screen and input the correct information.

Dispatch of form DCI3

20. After changing the verification level on Departmental Central Index, the Central Control Unit Process Team officer must take the following action:

Step	Action
1	complete Part D of form DCI3 ;
2	pass form DCI3 to the Checking Officer who will: <ul style="list-style-type: none">• await the issue of the report confirming the change in verification level; and• await any management check.
3	return form DCI3 tear-off to the originating section;
4	if form CA5400 completed, retain form DCI3 with the change to verification level report for 14 months;
5	if form CA5400 not completed, retain form DCI3 indefinitely.

Forms and letters

Form CA5400

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

Form CA5450

22. Form CA5450 is the form used to request amendment to the Departmental Central Index (DCI) following notification of the customer's marriage.

Form CA5451

23. Form CA5451 is the form used to request amendment to DCI following notification of the customer's personal details.

Form CA5452

24. Form CA5452 is the form used to request amendment to DCI cancelling or notifying Name 2.

Form CA5453

25. Form CA5453 is the form used to request amendment to DCI following notification of the customer's date of birth or death.

Form DCI3

26. Form DCI3 is the form used to action the upgrade of a NINO from level 3 to level 1.

Form DCI10A

27. Form DCI10A is the letter issued to the customer to advise them of the National Insurance Number.

Form DCI500

28. Form DCI500 is the form used to request an amendment to DCI when details have been recorded incorrectly.

Form MF65

29. Form MF65 is the form used to request amendment to DCI following notification of a change of address.

Useful addresses

National Identity Fraud Unit

- National Identity Fraud Unit, Room 410, Newcroft House, Market Street, Newcastle upon Tyne, NE1 6ND. 0191 215 2828. Fax 0191 225 7560

Departmental Central Index Frontline Services

- DCI Frontline Services, Room BP9102, Benton Park View, Longbenton, Newcastle-upon-Tyne. NE98 1YX. 0191 2259461. Fax 0191 2255511

HM Revenue and Customs National Insurance Registration Section

- HM Revenue and Customs National Insurance Registration Section, Room BP1002, Benton Park View, Longbenton, Newcastle upon Tyne, NE98 1YX. 0845 915 7006

Workflow Control

- Workflow Control, Data Entry Group, Room BP2102, Benton Park View, Longbenton, Newcastle upon Tyne, NE98 1YX