

CIS Interest - Exceptions Process

The Child Maintenance Group (CMG) registers an interest with the Customer Information Service (CIS) for every person it has a business interest in. There are three different types of interest that can be registered with CIS:

- **Child Maintenance (CM) General Interest**

This is set up for the receiving parent, qualifying child (QC) and relevant other child (ROC), to ensure changes such as address and dates of death are accurately recorded.

- **NRP General Interest**

To ensure a change of circumstance; such as address, date of death and benefit status are recorded on the Child Maintenance systems in a timely manner.

- **NRP Maintenance Calculation (MC) Interest**

This is set up during the calculation and recalculation process which happens during a new application or change of circumstances. A paying parent's interest changes from NRP general interest to NRP MC interest when a standard calculation (this includes a nil calculation) is applied to all the cases in a paying parent's casegroup. All cases in the casegroup must use the calculation and collection service as only the standard amount can be deducted when the NRP MC interest is set. For more information refer to [DFB - Set Up](#).

A standard calculation applies when the paying parent has one or more receiving parents and the maintenance calculation has no adjustments for shared care or calculation only arrangements.

A non-standard calculation applies where the paying parent has one or more receiving parents and the maintenance calculation has adjustments for shared care or calculation only arrangements.

The NRP MC interest is updated on CIS regardless of whether the paying parent (or their partner) is in receipt of benefit. The purpose of this interest is to ensure Jobcentre Plus are aware there is a current maintenance calculation in place. Jobcentre Plus are aware deductions are to be taken from an income related benefit and allows them to make a decision on the deduction at the same time as making the decision on the benefit claim. The interruption of payments to the receiving parent is therefore kept to a minimum.



A client can only have one interest type registered at a time on CIS. The appropriate type of general interest is registered when new client details are entered on to the Child Maintenance System (CMS) and the national insurance number (NINO) or child reference number (CRN) is verified.

For more information on verifying these, refer to [CIS - Verify NINO/CRN](#).

General interest in a paying parent's CIS account is ended or changed when:

- The general interest is replaced with NRP MC interest.
- The service requested for the case group of the paying parent changes from calculation and collection to calculation only.
- All cases in the paying parent's case group closes.

General interest in a receiving parent's CIS account is ended when:

- All cases the receiving parent is involved in are closed.
- All cases the receiving parent is involved in change to calculation only.




This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.



This procedure is only used by caseworkers processing exceptional cases and caseworkers who have been emailed by the Area Advice Centre (AAC) to update the Customer Information System (CIS) interest on a client.

1. Access the [CIS500a form](#), there are two versions of the form for transformed and non-transformed offices. Select the one based on your office.
2. Complete **Part 1** with the client's national insurance number (NINO) or child reference number (CRN) and full name.

3. On **Part 2** of the form strikethrough the words '**Computer Record Location (CRL)**' and type/write the words '**System Interest**'. This action must be completed as currently, there is no specific CIS form for setting system interest.
4. Complete all sections of **Part 3** including benefit type and start/end date.
 -  Include the 1 line courier address - Blackpool Peel Park.
5. Update the appropriate Child Maintenance (CM) interest completing the following:
 - Register CM interest - enter an **X** into the **Insert CRL** box
 - Deregistering CM interest - enter an **X** into the **Remove CRL** box
 - Change the CM interest - enter an **X** into the **Change CRL** box

 To ensure the system interest is updated on CIS strikethrough the word **CRL** and change it to **System**. An example of an amended Part 2 section of a CIS500A form is shown below.

Part 2 ~~Computer Record Location (CRL)~~ System Interest

<input checked="" type="checkbox"/>	Insert CRL System Interest	<input type="checkbox"/>	CM (General)	<input type="checkbox"/>	Remove CRL	<input type="text"/>
<input type="text"/>	Benefit Type	<input type="checkbox"/>	Maintained	<input type="checkbox"/>	Not Maintained	<input type="checkbox"/>
<input type="checkbox"/>	Change CRL from	<input type="text"/>	to	<input type="text"/>	Benefit Type	<input type="text"/>
		<input type="checkbox"/>	Maintained	<input type="checkbox"/>	Not Maintained	<input type="checkbox"/>

6. Record the interest type you wish to register, deregister or change in the appropriate field. Type/write the following:
 - **CM (General)** - set during an application for receiving parent, qualifying child (QC) and relevant other child (ROC).
 - **CM (NRP)** - set during an application for the paying parent only.
 - **CM (NRP MC)** - for paying parents during the initial calculation or recalculation. Further information on this interest type is included in the summary tab.
7. Once complete, select the **Submit Form** button and the form will be sent electronically to the CIS Frontline Services Team.

CIS - Verify NINO/CRN

DFB - Set Up