



CIS - Register/Deregister Interest

The Child Maintenance Group (CMG) registers an interest on the Customer Information System (CIS) for every person it has a business interest in. This is to ensure changes to circumstances such as addresses, dates of death, and paying parent on and off benefit notifications are sent through to the child maintenance systems. There are three different types of Child Maintenance interest that can be registered with CIS:

- **Child Maintenance (General)**. This is automatically set at the application stage, immediately following NINO/CRN verification for receiving parents, qualifying children and relevant other children. The interest will also be set when a new child is added via a change of circumstances. The purpose of this interest is to enable the 2012 system to receive updates such as changes of address and dates of death.
- **Child Maintenance (NRP)**. This interest is automatically set for all paying parents, immediately following verification of their NINO at application stage. This interest allows the 2012 system to receive updates to personal information such as a change of address, but it also enables CIS to send on/off benefit notifications to the 2012 system when the paying parent moves in and out of employment.
- **NRP maintenance calculation (MC)**. This interest type may replace the Child Maintenance (NRP) interest and is automatically set on CIS at initial calculation, or where a recalculation is performed. As well as enabling changes to personal details and on/off benefit notifications to be sent to the 2012 system, this interest type is also used as a proxy by Jobcentre Plus to deduct the flat rate amount of child maintenance from the paying parent's benefit. When this interest is set on CIS, it indicates that the person is a paying parent and they have a current maintenance calculation in place. This interest is set on CIS regardless of whether the NRP or their partner is in receipt of benefit. Where the paying parent's calculation is Nil, or there are adjustments in place for shared care, the system will leave the Child Maintenance (NRP) interest in place.



To update the CIS interest for a client with an exceptional case, refer to [CIS Interest - Exceptions Process](#).

A client can only have one interest type registered at a time on CIS. This is automatically put on a client's record by the system and requires no caseworker action. The interface also deregisters interest when appropriate. This could be either when a casegroup closes, or when a calculation changes between standard and non standard.

A paying parent's interest changes from Child Maintenance (General) interest to NRP MC interest when a standard calculation is applied to all the cases in a paying parent's casegroup and they all use the calculation and collection service. This is because when the NRP MC interest is set, only the standard flat rate amount can be deducted. For more information refer to [DFB - Set Up](#).

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

The purpose of the NRP MC interest is also to ensure that when an paying parent or their partner moves onto benefit, Jobcentre Plus are aware that there is a current maintenance calculation in place. Where the paying parent is in receipt of IS, JSA(IB) or ESA(IR), JCP systems will pull the NRP MC interest from CIS during the benefit application stage and immediately after making a decision on the benefit award, will automatically make a decision on the deduction request for the full flat rate of child maintenance. The interruption of payments to the receiving parent is therefore, kept to a minimum.

Where the request to begin deductions is successful, JCP will confirm this and send a start date directly to the 2012 system. Where the request is unsuccessful, JCP will send a rejection reason directly to the 2012 system.

The interface that de registers the CMG general interest in a client's CIS account is automatically triggered when either:

- The Child Maintenance (General) interest is replaced with NRP MC interest,
- The service requested for the case group of the NRP changes from calculation and collection to calculation only.
- All cases in the NRP's case group closes.

A guide has been developed to further help with this. For information refer to the **HMRC CIS interface and Current Income** fundamental pack, in particular the **Child Maintenance interests on CIS** section which starts on page 35. This can be located in the [Fundamentals](#) site in the Enhanced Support Model.



When speaking to clients always use the new terminology - For more information refer to the **Terminology Changes** procedure in related items.



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.

[CIS500a](#)

[DFB - Set Up](#)

[Fundamentals](#)

[CIS - Verify NINO/CRN](#)

[Identify The Non Applicant](#)

[CIS Interest - Exceptions Process](#)