



HMRC - Unmatched Income

This procedure will advise you on the steps to take if a Client Unknown response is received from HMRC.

A Client Unknown response is received when the HMRC database contains no data on the individual paying parent for whom CMG is requesting data. This could be for one of the following reasons:

- HMRC have no record of the individual
- The individual is an HMRC employee
- The individual is Nationally Sensitive
- The individual's employer is nationally sensitive

The latter three of these responses will include information on individuals which HMRC require a greater level of security. Due to this, these records aren't available through the interfaces.



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.

Unmatched Income response received from HMRC

Business as Usual (BAU) caseworker

1. When an unmatched income response is received, the master case is updated with an **HMRC Unmatched Income** indicator. An **HMRC Income Check** child service request (SR) generates and routes to the special client records (SCR) team. The SR has the following values:

- **Process = Special Case Mgmt**
- **Area = Special Customer Record**
- **Sub Area = HMRC Income Check**



Only a system generated SR can be progressed.

2. Monitor the case until the SR has been completed by the SCR team, then go to **step 7**.

SCR caseworker

3. Complete the income request form. Only one bulk request can be faxed by Brent Fax to HMRC. This is to be done at 10:30am. There is a 25 hour turnaround. The income request forms are:

- GB - CMSF4023
- NI - CMSF4023NI

4. HMRC will complete and return the form by Brent Fax at 11:30 am the following day. Once received check if income information has been provided:

- If income has been provided, select the **HMRC summary** tab and update the SR with the income details and update the **Source** to **HMRC Provided**. Change the **Resolution Code** to **HMRC Income Updated**. HMRC may request that the case is marked as sensitive. If so, follow the relevant procedure and mark the case as sensitive. For more information refer to **Personal Interest - Register**.
- If income hasn't been provided, change the **Resolution Code** to **HMRC Income Not Provided**

5. Update the SR **Status** to **Closed** and the **Sub status** to **Complete**.

6. Securely store the fax.

BAU caseworker

7. Review the **Calculation SR** and the information provided:

- If information hasn't been provided contact the paying parent. For more information refer to **Calculation - Post Initial**
- If information has been provided continue with the calculation using this information. Complete the actions in progress when the citizen unknown message was received by following the appropriate procedure
- If the initial calculation SR has already generated with the **Reason** field showing **No Income Available**, set the **Status** to **Closed** and and the **Sub Status** to **Cancelled**. Manually generate a new **Initial SR**. Input the **Calculation Effective Date** using the correct date and **save**. Confirm that HMRC income has populated, then select **Calculate Liability Amount**.

[CMSF4023](#)

CMSF4023 Complete this income request form for GB cases

[CMSF4023NI](#)

CMSF4023NI Complete this income request form for NI cases

[Related Items](#)

[Calculation - Post Initial](#)

[Calculation - Provisional](#)

[HMRC - Breakdown of Income - Summary](#)

[HMRC - Summary of Earned Income](#)

[Income - Current - Periodic Check](#)

[Personal Interest - Register](#)

[Variation - Additional Income](#)

[How do I proceed once a response is returned?](#)

Normal process/procedures apply after the response is received - either use income provided or gather income from the paying parent.

[Do I need to delay setting the effective date to await information from HMRC?](#)

Do not delay setting the effective date. This is automatically set by the generation of the provisional calculation letter that is sent to the paying parent after the income interface is triggered. This new process does not effect it. If the CMSL0039 has not been issued by the system then it should be issued clerically as per normal procedure.

[Does the HMRC unmatched income SR replace another SR?](#)

No. The HMRC unmatched income SR generates alongside SRs within the current process.