

Reconfirmation Process

Every three months parents will need to reconfirm that the details they entered on their application are still accurate (see Image C). This is to check that they are still eligible. They will be prompted, via text message and/or email, four weeks before their reconfirmation deadline and again two weeks before the deadline if they still have not reconfirmed. This prompt will tell them that they have a secure message to read. This message will remind them to reconfirm and can be found in the 'Secure messages' section of their childcare account. If their circumstances have changed, they will log into their childcare service account, amend and then resubmit their details. If their circumstances have not changed, they only need to tick a box saying that their details have not changed. Parents that completed their original application over the phone will need to phone the Customer Interaction Centre to reconfirm their eligibility. Temporary codes beginning '11' expire and so parents will reconfirm by completing a childcare service application online. Parents will need to reconfirm regardless of whether their child has started their 30 hours place.

Image C – Reconfirmation message

Childcare service: reminder to reconfirm your eligibility

To continue getting Tax-Free Childcare or 30 hours free childcare, you must check and reconfirm your details with us by **<end date for reconfirmation>**.

You can do this in your childcare service account, go to www.childcare-support.tax.service.gov.uk It's easy to do and will only take a few minutes.

If you don't reconfirm

Tax-Free Childcare - you can still use your childcare service account to pay your childcare provider but you won't get any further government contribution paid into it.

30 hours free childcare – your entitlement to 30 hours free childcare will stop. You'll need to contact your local authority to find out when your entitlement will end.

For more information on Tax-Free Childcare or 30 hours free childcare

Go to www.childcare-support.tax.service.gov.uk

If parents miss the reconfirmation deadline, or if their circumstances change, they will receive a message telling them that their eligibility has lapsed. Although they are no longer eligible, they will be able to retain their childcare place for a short period; this is known as a grace period. Parents are directed to speak to their childcare provider about this.