

INSTRUCTION FORM

IT'S QUICK AND EASY TO CLAIM YOUR UK TAX REFUND. PLEASE FOLLOW THE STEPS BELOW:



1
Please print this pack on single sided sheets of paper



2
Complete the form in BLOCK CAPITALS using the checklist below to help you



3
Attach all required supporting documents to the form before returning to us



4
Return this form to:
Staffline Advantage Tax, 1st Floor,
Oxford St. London W1C 2DL or your local Staffline Advantage Tax office.

CHECKLIST

This checklist will guide you through your PAYE application. Please tick the boxes below to ensure that you are submitting all the required documentation.

1. Complete the following sections of the form:

- a) Personal Information Section
- b) Residency Section
- c) Employment Section
- d) Other Income / Information Section

2. Read and Sign (where you see a ✓ symbol)

- a) Declaration to the Employer
- b) Customer Agreement

3. Sign the HMRC forms (where indicated with a ✓ symbol)

- 64-8 - Authorising your Agent, R38, P91, P85*

4. Attach documents supporting pay and tax details - eg P60 / P45 for each employment

in the claim period (we advise you to keep a copy of these for your own records)

5. Please provide a copy of your passport / national identity card

6. Return your completed pack to the address above or your nearest taxback.com office

* We have supplied abridged versions of these forms in this pack. We will complete the rest of the forms on your behalf, once we receive your complete information. Please do not complete any other fields. We suggest you print, sign and return two copies of the forms 64-8, R38, P91 and P85 to us, so that we have duplicates in case of any mishaps with the originals.

UK PAYE TAX REFUND

PERSONAL INFORMATION	
First Name(s)	Surname
Date of Birth ____ / ____ / ____	Nationality
Last known UK address	Permanent Home Address (if different from last known UK address)
National Insurance Number (NINO)	Telephone Number (include STD)
Mobile	Email
<i>Remember: It is important that we are able to reach you throughout the process so if at any time you change your contact details be sure to let us know!</i>	
How did you hear about our company?	
Please indicate the years for which you wish to submit a tax refund claim: <input type="checkbox"/> 6 April 2013 - 5 April 2014 <input type="checkbox"/> 6 April 2012 - 5 April 2013 <input type="checkbox"/> 6 April 2011 - 5 April 2012 <input type="checkbox"/> 6 April 2010 - 5 April 2011 <input type="checkbox"/> 6 April 2009 - 5 April 2010	
Have you already applied for a refund for any of the years you have indicated above? Yes <input type="checkbox"/> For which years? _____ No <input type="checkbox"/>	Did you use an agency? Yes <input type="checkbox"/> No <input type="checkbox"/>
What was the outcome of the claim?	Have you ever received any payments from HMRC? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If yes, please advise on the year it was for, the amount received and the reason for the payment.</i>
Have you ever registered for self assessment or self-employment in the UK? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If yes, please provide your UTR number: _____</i>	Have you received any correspondence from HMRC recently? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>Please send us a copy of the correspondence; it will be useful for your application.</i>

RESIDENCY SECTION		
Your UK tax residency status helps dictate how much you are taxed in the UK. It is important that you include as much information as possible; otherwise the processing of your claim may be delayed.		
Part A		
Have you always lived and worked in the UK (other than on short holidays etc)? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, please skip to Part B below</i>	Have you now left the UK? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If no, skip to the Employment Information Section overleaf</i>	
On what date did you leave? ____ / ____ / ____	Do you intend to return to the UK? Yes <input type="checkbox"/> When? ____ / ____ / ____ No <input type="checkbox"/>	
Why have you left the UK? to go travelling <input type="checkbox"/> to emigrate permanently <input type="checkbox"/> employment abroad <input type="checkbox"/> other <input type="checkbox"/>		
Have you visited the UK since the date of departure above? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>if yes, please advise an approximate number of full days (since that date) that you spent in the UK per tax year (ending April 5th): _____</i>		
Part B		
In which country do you normally reside?	When did you arrive in the UK? ____ / ____ / ____	
Please state your reason for coming to the UK? Employment <input type="checkbox"/> Holiday <input type="checkbox"/> Other (please state): _____		
When you first arrived, how long did you intend staying? less than 2 years <input type="checkbox"/> 2 to 3 years <input type="checkbox"/> 3 years or more <input type="checkbox"/>		
Since the arrival date given above please provide details below of subsequent exit and re-entry dates:		
Exit	Entry	Reason
e.g. 3 May 2011	14 May 2011	Holiday
Have you visited the UK prior to the date of arrival above? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If yes, please advise an approximate number of full days (since that date) that you spent in the UK per tax year (ending April 5th): _____</i>		
Have you ever bought or taken a long term (3+ years) lease on accommodation in the UK? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>if yes, please give details: _____</i>	Are you still in the UK? Yes <input type="checkbox"/> No <input type="checkbox"/> <i>If yes, do you have an intended date of permanent departure? ____ / ____ / ____ If no, do you intend to return to the UK to live/work or for regular visits? Please give details.</i>	

UK PAYE TAX REFUND

EMPLOYMENT INFORMATION

How many employers have you had in the UK (for the Tax Years you are applying for)?

NOTE: We provide space for details for **TWO** Employers. If you have more than two employers please complete an **'EMPLOYER DETAILS'** section per employer. In order to complete your tax refund claim as we need a **FULL** work history for the relevant period.

Important: Any gaps in employment must be detailed in the **'Other information Section'** in order to provide the HMRC with complete information.

EMPLOYER 1 DETAILS

Company Name	
Address	Postcode
Employer's Contact Details (if known)	
Start Date ____/____/____	Finish Date ____/____/____
What was your occupation (e.g. teacher, waitress, IT specialist, etc.)	
Did you receive any tips/gratuities from this employment? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Have you received any benefits or expense payments from this employment:* such as company car, medical benefit, other. Yes <input type="checkbox"/> No <input type="checkbox"/>	
Did this employment have any international aspects? For example, were you globally mobile or were you seconded from your home country to a temporary workplace? Yes <input type="checkbox"/> Please give details: _____ No <input type="checkbox"/>	
Payment Documents I have a: P60 <input type="checkbox"/> P45 <input type="checkbox"/> Official Statement of Earnings <input type="checkbox"/>	I do not have the above and would like taxback.com to try obtain them on my behalf. Yes <input type="checkbox"/> *Please note a fee will be charged for this service No <input type="checkbox"/>

EMPLOYER 2 DETAILS

Company Name	
Address	Postcode
Employer's Contact Details (if known)	
Start Date ____/____/____	Finish Date ____/____/____
What was your occupation (e.g. teacher, waitress, IT specialist, etc.)	
Did you receive any tips/gratuities from this employment? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Have you received any benefits or expense payments from this employment:* such as company car, medical benefit, other. Yes <input type="checkbox"/> No <input type="checkbox"/>	
Did this employment have any international aspects? For example, were you globally mobile or were you seconded from your home country to a temporary workplace? Yes <input type="checkbox"/> Please give details: _____ No <input type="checkbox"/>	
Payment Documents I have a: P60 <input type="checkbox"/> P45 <input type="checkbox"/> Official Statement of Earnings <input type="checkbox"/>	I do not have the above and would like taxback.com to try obtain them on my behalf. Yes <input type="checkbox"/> *Please note a fee will be charged for this service No <input type="checkbox"/>

Important Information re Payment Documents:

Please note if you have any of the payment documents listed above please send us the original versions (keeping a copy for yourself) as photocopies may not be accepted.

NOTE: Your employer is legally obliged to provide you with a P45 or P60. If you haven't received one for each employment you can ask for one or for an official statement of earnings which should be signed and stamped on company headed paper. HMRC may not be able to make a refund without these documents.

*If you have requested taxback.com to help seek replacements please note we will make every attempt to obtain this information from your employer. If unsuccessful after 3 weeks, we will advise you and discuss the next steps.

OTHER INCOME

It is important that you answer this section with information on income received from anywhere in the world for the period you are claiming for

Bank Interest	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____	Dividends	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____
Rental Income	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____	Jobseekers allowance*	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____
Self-employment	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____	Foreign Income	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____
Pension Income	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____	Other Income	Yes <input type="checkbox"/> No <input type="checkbox"/>	Amount _____

*If you have supporting documents P45U or P60U, from the Job Centre, please send them to us.

OTHER INFORMATION

Include any additional information that may be relevant to your tax affairs, e.g. any gaps in your work history, whether you disposed of any (worldwide) assets other than a motor car, either in the UK or your home country (where relevant) e.g. property, shares etc...

WHAT HAPPENS NEXT

- » Use the check list on the front to ensure that you have completed and signed all required parts of this form.
- » Include any supporting information relating to any gaps in your employment or previous claims, this will speed up your claim.
- » Once we receive your information, we'll review it and call you to confirm any outstanding information.
- » Once your application is complete, we will submit it to HMRC.
- » Assuming all is in order, we can expect the claim to be processed within 8 weeks.

DECLARATION TO THE EMPLOYER

IMPORTANT – This is the legal document that you must sign in order for us to proceed with your refund. Please only fill out the fields where you see the ✓ indicated.

I, PLEASE PRINT YOUR NAME

grant full authority to taxback.com to act as my agent in dealing with my United Kingdom income tax return application. In order to facilitate the submission of my application I therefore authorise you to provide information to taxback.com pertaining to my employment.

taxback.com, 1st Floor, 277/281 Oxford Street, London, W1C 2DL, United Kingdom

Taxback UK t/a **taxback.com**
is registered in England.
Registration Number: 04608872


Signed: ✓	Date ✓ ____ / ____ / ____
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CUSTOMER AGREEMENT

The customer agreement forms the basis of the relationship between Taxback and you. It is an important document, please read the points in full and ensure you understand them, before signing.

I confirm that:

1. Staffline Recruitment Ltd. promotes the income tax refund services of taxback.com (branded as Staffline Advantage Tax) through agreed and arranged channels. Therefore, I hereby contract with Taxback Inc to carry out the services described herewith. I understand that taxback.com is a trading name for the services of Taxback Inc, Chicago, USA.
2. I understand that taxback.com is a trading name for the services of Taxback Inc. Chicago, USA and hereby contract with Taxback Inc. to carry out the services described herewith.
3. I understand that Taxback Inc. will utilise its parent company Taxback and its subsidiary and affiliate companies to gather information regarding the services where necessary and that the contact remains with Taxback Inc. for the duration of the service.
4. I agree and accept the terms and conditions of service as written online at www.taxback.com and to any changes in the terms and conditions which taxback.com may effect from time to time and to the fees of the agent which represents the services I have requested and which are provided by taxback.com and/or its affiliate companies.
5. I have signed the necessary documents to authorise Taxback. Inc and /or its subsidiary undertakings trading as taxback.com, to prepare this tax refund application and represent me before HMRC. I understand that the UK authority form 64-8, allows HMRC, amongst other things, to send correspondence about my tax affairs to taxback.com. Unless I specifically request otherwise, taxback.com will endeavour to remove such authority from my HMRC file, upon successful completion of the services covered under this customer agreement.
6. To the extent that any previous attempt has been made to reconcile my position for any of the tax years covered by this agreement, for example, by myself, a previous advisor, HMRC or any combination thereof, taxback.com may review my case to determine the appropriate course of action. I acknowledge that to the extent that taxback.com's usual PAYE refund claim services are not appropriate, they reserve the right to agree a separate fee and/or terms and conditions for this work.
7. I have not filed, nor am I aware that I am not required to file, a UK self-assessment income tax return for any of the tax years concerned in this claim, nor have I authorised any person to do so on my behalf. I understand that if I am advised by taxback.com that HMRC want my affairs dealt with via the completion of a tax return rather than a refund claim, then I have a legal obligation to file such a return. I also understand that any subsequent taxback.com tax return services are a distinct process, to be covered under a separate customer agreement and fee arrangement.
8. I have provided true, accurate and complete information regarding my income, taxes, assets and personal circumstances to taxback.com and I am duly responsible for any discrepancies in the information provided and my annual tax records with HMRC.
9. I understand that in the absence of a completed pack and/or my full cooperation in answering any of taxback.com's queries in relation to the information provided, they may be unable to proceed with my PAYE refund claim.
10. I commit that I hold receipts and documents on file to support any allowable expenses included in this PAYE refund claim.
11. I understand that in order to ascertain my overall PAYE refund claim position for any particular period, taxback.com may review my earnings and tax paid position, for tax years outside of the originally mandated tax year(s). To the extent that further applications are required or recommended for additional tax years, I agree I will pay the relevant processing fees.
12. I authorise taxback.com to retrieve my P45/P60/SOE documents, if I do not have them, and agree to pay an administrative fee for each document successfully retrieved.
13. To the extent possible, given timeframes etc, taxback.com will endeavour to provide me with a preliminary estimate of my refund position prior to completing and submitting my final claim to HMRC. If I decide I do not wish to proceed with the final claim at this stage, I will let taxback.com know as soon as possible.
14. I understand that the UK authorities will make the final decision on the value of any refund due and the refund estimation given by the Agent is estimation only, not a guarantee.
15. I commit to updating taxback.com of any changes in my contact details so that they can provide full information at all times to me about the progress of my claim and my tax affairs.
16. I am aware that taxback.com's tax refund service fees are based on a percentage of the refund amount received, subject to a minimum fee (**for each tax year**) and I agree that any refund shall be payable to taxback.com in the first instance so that their fee can be deducted.
17. In any of the following circumstances I commit to pay taxback.com the minimum charge directly, in respect of a completed and submitted claim, even where no refund is received:
 - a. where HMRC declare that they cannot process a tax refund claim because my affairs are dealt with via self-assessment and I have been careless or neglectful in previously ascertaining this
 - b. where HMRC require clarification on any aspect of a completed and submitted claim and I am not cooperative in helping to facilitate HMRC in this regard
 - c. where I wish to cancel my application following completion and submission to HMRC. In such a circumstance, I will contact taxback.com immediately and whilst every effort will be made to recall the application, I am aware this may not be possible.
18. Should I receive the refund directly from any other source other than taxback.com, I agree that I will contact taxback.com and pay the appropriate fee due for the work completed within 14 days. Further, as I have requested that Taxback.com organise and submit a tax refund claim for me, I agree to pay the appropriate fees for work completed, notwithstanding that it may subsequently become apparent that HMRC have independently/simultaneously reviewed my position.
19. In respect of clauses **16 and 17**, I understand that taxback may seek recovery of any such fees through the appropriate legal channels if my payment is not forthcoming.
20. I am aware that a bank transfer fee may apply, depending on how I would like taxback.com to pay the balance of my refund and that taxback.com commits to such a transmittal within three working days, once they have confirmed the payment options and my bank details, through a secure method.
21. I understand that this customer agreement covers UK taxes only and I should seek separate advice on how any refund received or claim made may impact my tax position in other jurisdictions.
22. I understand that any information collected in writing/or verbally from me may be used for internal auditing purposes by the Agent. I also understand that taxback.com, subject to relevant data protection legislation, will cooperate fully with requests from HMRC to provide them with information collected from me either verbally or in written form in connection with my tax affairs, and that the information may be subject to external audit by HMRC.
23. I understand that taxback.com reserves the right to refuse to process my claim without reason
24. None of the above clauses affect my statutory rights.
25. Taxback.com Commitment:
 - a. We commit to providing full information at all times to the customer about his/her tax affairs, through multiple media – secure **Tax Tracker**® Account, telephone, email and fax.
 - b. Taxback.com will retain and protect my personal data as per the relevant data protection legislation.

Name in print	
Signature 	UTR
Date	National Ins. Number



Please read the notes on the back before completing this authority. This authority allows us to exchange and disclose information about you with your agent and to deal with them on matters within the responsibility of HM Revenue & Customs (HMRC), as specified on this form. This overrides any earlier authority given to HMRC. We will hold this authority until you tell us that the details have changed.

Please tick the box(es) and provide the reference(s) requested only for those matters for which you want HMRC to deal with your agent.

I, (print your name)

of (name of your business, company or trust if applicable)

authorise HMRC to disclose information to
(agent's business name) **taxback.com**

I agree that the nominated agent has agreed to act on my/our behalf, and the information is correct and complete. The authorisation is limited to the matters shown on the right-hand side of this form.

Signature

Date

Individual*/Partnership*/Trust* Tax Affairs
*delete as appropriate (including National Insurance)

Your National Insurance number (individuals only)
 If you are self employed tick here

Unique Taxpayer Reference (if applicable)
 If UTR not yet issued tick here

If you are a Self Assessment taxpayer, we will send your Statement of Account to you, but if you would like us to send it to your agent instead, please tick here

Give your personal details or Company registered office here

Address **c/o taxback.com**
1st Floor
277 - 281 Oxford Street
London

Postcode **W1C 2DL**

Telephone number **0207 6599 188**

Tax Credits

Your National Insurance number (only if not entered above)

If you have a joint Tax Credit claim and the other claimant wants HMRC to deal with this agent, they should sign here
Name

Signature

Joint claimant's National Insurance number

Give your agent's details here

Address **taxback.com**

 World Leader in International Tax Refund Since 1996
1st Floor
277 - 281 Oxford Street
London

Postcode **W1C 2DL**

Telephone number **0207 6599 188**

Agent codes (SA/CT/PAYE) **T6914E**

Client reference

Corporation Tax

Company Registration number

Company's Unique Taxpayer Reference

NOTE: Do not complete this section if you are an employee. Only tick the box if you are an employer operating PAYE

Employer PAYE Scheme

Employer PAYE reference

For official use only

SA	<input type="checkbox"/>	____/____/____	COTAX	<input type="checkbox"/>	____/____/____
NIRS	<input type="checkbox"/>	____/____/____	EBS	<input type="checkbox"/>	____/____/____
COP	<input type="checkbox"/>	____/____/____	VAT	<input type="checkbox"/>	____/____/____
NTC	<input type="checkbox"/>	____/____/____	COP link	<input type="checkbox"/>	____/____/____

VAT (see notes 2 and 5 overleaf)

VAT registration number
 If not yet registered tick here

What to do now

Date received by HM Revenue & Customs

Please:

- complete and sign this form using capital letters, and
- return it to the address shown at the top right of page one.

Details of claimant

Surname

First name(s)

Address

c/o taxback.com	
1st Floor,	
277 - 281 Oxford Street	
Postcode	London W1C 2DL

Claim

I claim repayment of the amount overpaid by me.

For **non-SA claims** please state below the period the claim relates to. From *DD MM YYYY*

				2	0		
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To *DD MM YYYY*

				2	0		
--	--	--	--	---	---	--	--

If you complete a Self Assessment tax return

- We will usually send your repayment direct to you or your nominee's bank or building society account. Please include in the Authority below:
 - the name and address of the nominee
 - the account name and number (*if appropriate*), and
 - the branch sort code.
- If you or your nominee does not have a bank account, we can arrange repayment in the form of a payable order but you or your nominee will need to open a bank or building society account in order to cash it. If the repayment is to go to your nominee by payable order, enter the nominee's name and address in the Authority below.

Claimant's signature



Date *DD MM YYYY*

				2	0		
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If you do not complete a Self Assessment tax return

- We will make your repayment in the form of a payable order, which must be paid into a bank or building society account. If you do not have a bank or building society account you should nominate someone who does to receive the order for you.
- If you want the repayment sent to a nominee or posted direct to your bank or building society by payable order, enter the name and address in the Authority below. Also include your account number and sort code if the payable order is to go direct to your bank or building society account.

Authority

I authorise

nominee agent tick as appropriate.

Enter the name of the account holder or the person who will receive the payable order.

taxback.com

of full address

taxback.com	1st Floor
	277 - 281 Oxford Street
	London
Postcode	W1C 2DL

to receive the amount due on my behalf.

Agent's reference *if appropriate*.

Your Your nominee's tick as appropriate

Name of account holder

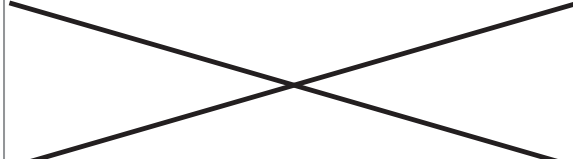
Bank or building society account number

X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Branch sort code

X	X	-	X	X	-	X	X
---	---	---	---	---	---	---	---

Address of bank or building society where account is held



Claimant's signature



Date *DD MM YYYY*

				2	0		
--	--	--	--	---	---	--	--

Current details continued

If you are self-employed, please enter the name and address of the business

Business name	
Address	
Postcode	

Date the business started

/ /

If you are a partner, please enter the full name of the partnership

Please complete in all cases


Your address (if not correct over the page)

Address	c/o taxback.com
	1st Floor, 277 - 281 Oxford Street
	London
Postcode	W1C 2DL

Telephone number (including national dialling code)

0207 6599 188

Signature



Your National Insurance number (if not correct over the page)

| | | | |

Date of birth

/ /

Date

/ /

Employment history

We would like to know what you did since the date shown in BOX A on the front page. Please list in date order, all the jobs you had and any periods when you were out of work. Please continue on a separate sheet if needed.

Date from/to For example Oct 03/Jan 04	Tick the appropriate box that applies to you /	Employed - enter your employer's full name, address and tax reference number Self-employed - enter your business name and address Jobseekers Allowance or Incapacity Benefit - enter the name of your Benefit Office	Total weekly income before stoppages and payroll or works number
/	<input type="checkbox"/> Employed <input type="checkbox"/> Self-employed <input type="checkbox"/> Jobseeker <input type="checkbox"/> Incapacity Benefit <input type="checkbox"/> Not earning	Full name Address Postcode Tax reference	£ Payroll or works number
/	<input type="checkbox"/> Employed <input type="checkbox"/> Self-employed <input type="checkbox"/> Jobseeker <input type="checkbox"/> Incapacity Benefit <input type="checkbox"/> Not earning	Full name Address Postcode Tax reference	£ Payroll or works number
/	<input type="checkbox"/> Employed <input type="checkbox"/> Self-employed <input type="checkbox"/> Jobseeker <input type="checkbox"/> Incapacity Benefit <input type="checkbox"/> Not earning	Full name Address Postcode Tax reference	£ Payroll or works number

Declaration

You must sign this declaration.

If you give information which you know is not correct or complete, action may be taken against you.

I declare that:

- the information I have given on this form is correct and complete to the best of my knowledge
- I claim repayment of any tax due.

Your signature

Date DD MM YYYY

What to do now

Put an 'X' in relevant box

- I have enclosed parts 2 and 3 of my form P45 *Details of employee leaving work (do not send photocopies).*
If you have not yet received your P45 from your employer please obtain it before you return this form.
- I can't get a form P45. Please tell us why in the box below, for example because you are retired or a UK Crown servant employed abroad. **If you have a form P45 and don't send it to us, any repayment due to you cannot be made.**

Please send this form to your tax office. You can find your tax office address by:

- going to www.hmrc.gov.uk select *Contact us* and choose *Income Tax*
- asking your employer.