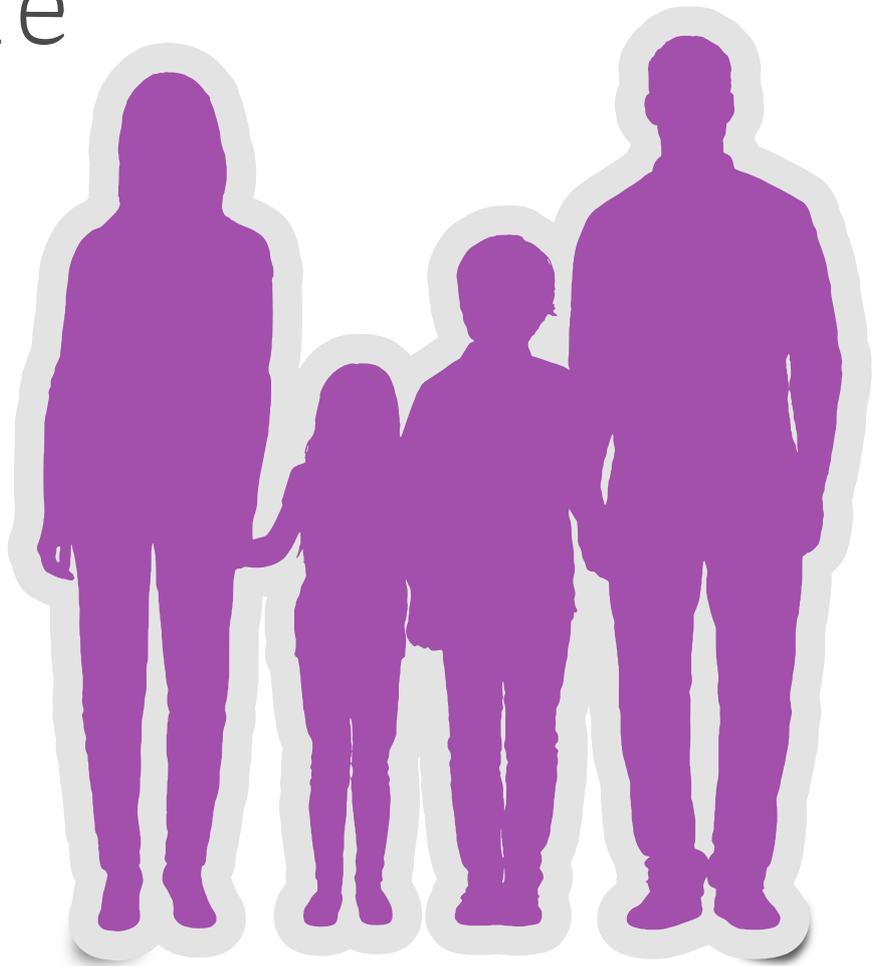


# Childcare Choices

Top things providers need  
to know about Tax-Free  
Childcare



HM Government

## Why do I need to sign up for Tax-Free Childcare?

You will need to sign up so that parents can pay you using Tax-Free Childcare. All registered providers have received an invitation letter, containing the unique ID you need to sign up. Signing up is straightforward, and should take less than 10 minutes.

Once you've signed up, parents will be able to add you to their account and start paying you directly using Tax-Free Childcare.

## I'm a provider, but I don't know my Unique Tax Reference – how do I sign up?

You can't sign up to Tax-Free Childcare without your UTR. You'll need your UTR and the postcode this is linked to e.g. your business address, personal address, registered office. You can find these on previous tax returns or other communications from HM Revenue and Customs.

If you're a registered charity, and don't think you have a UTR, please call the helpline on **0300 123 4097** and they will tell you how to sign up.

## I've signed up, how do I find out which child a payment is for?

When parents make payments to you via their childcare account, the payment will appear alongside their unique child reference number in your bank account. Parents are given these reference numbers in their welcome packs when they sign up to Tax-Free Childcare. These reference numbers are made up of the first letter of the child's first name, the first three letters of their surname, a five digit number and 'TFC'. For example, John Smith may have the reference JSMI12345TFC. Parents are encouraged to pass these numbers on to you, to support you in matching payments to individual children.

However, if you are having trouble matching which child a payment relates to, you can submit a payment reconciliation form. You can find this form on [childcarechoices.gov.uk/providers](https://childcarechoices.gov.uk/providers)

## I've signed up. A parent has been trying to pay me using Tax-Free Childcare, but can't find me when they search for the name of my business. Why is this?

You might be designated as sensitive by your regulator. This could be because you're a childminder working from your home address. There's an extra layer of security in the system for these providers, and parents will need to search for you using your regulator ID and postcode.

If you don't think you should be designated as a sensitive provider, you should contact your regulator.

## I don't know my regulator ID, how do I find it?

If you don't know your regulator ID, you should check your regulator's website for guidance.

## I've lost my user ID, how do I find it?

Please call the childcare service helpline on **0300 123 4097**.

## I've never received an invitation to sign up to Tax-Free Childcare?

You have to be registered with the relevant regulator to receive an invitation to Tax-Free Childcare, e.g. Ofsted in England.

The invitation will contain your unique user ID and details of the other information you need to sign up to Tax-Free Childcare.

If you are registered with your regulator then an invitation will have been sent to your setting address. If you have not received your invitation then please call the childcare service helpline on **0300 123 4097** and your invitation will be re-sent.

If you share your setting address with another organisation, e.g. a church hall or a school, then please ask for your user ID to be sent out via recorded delivery marked for your attention.

## I'm a nanny, how do I sign up for Tax-Free Childcare?

You can only sign up for Tax-Free Childcare if you're a nanny registered or approved by a [UK regulatory authority](#). More information on how to do this is available at [gov.uk/register-childminder-childcare-provider/overview](https://gov.uk/register-childminder-childcare-provider/overview).

You will need your National Insurance number to complete sign up, rather than a Unique Taxpayer Reference.

Please be aware that registration with the UK regulatory authority can take up to 12 weeks and you will be required to pay a registration and annual fee. Once you have successfully registered, you will receive a letter inviting you to sign up for Tax-Free Childcare.

If you're registered, you should have received a letter inviting you to sign up to Tax-Free Childcare. If you didn't receive, or have lost your sign up letter, please contact the childcare service helpline on **0300 123 4097**.

## A parent has made a payment to me but I haven't received it yet?

Payments from parent childcare accounts are made via BACs transfer. Payments will therefore take around three working days to arrive in your account.