



Toeslagen
Ministerie van Financiën



What happens after my registration?

Information and support for parents who have registered
with the Allowance Restoration Organisation (UHT)

This brochure is in English. It's also possible to read the brochure [in Dutch](#)

Where can I go?

Questions? Do you need help?

In the Netherlands:

Call our Service Team: 0800 - 2 358 358

From abroad:

Call the Tax Information Line: +31 555 385 385 and ask for the Service Team

Opening times: Monday to Thursday from 08:00 to 20:00.
Friday from 08:00 to 17:00.

You can also contact the following organisations:

Sociale Banken Nederland (SBN)
sbn.nl (select English)

Lotgenoten contact:
lotgenotencontact.info (in Dutch)

Benefit Affair Custodial Care Support Team:
hetondersteuningsteam.nl (in Dutch)

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About this brochure

You have registered with the Allowance Restoration Organisation (“UHT”). We will reassess your childcare benefit because of problems in the past. We do this together with you. This is called integrated assessment. Integrated means that we look at everything. We check our systems. And we listen carefully to your story. This is how we determine whether we have made mistakes in the past. This brochure explains what you can expect and whom you can turn to for support. You will also receive a brochure from the municipality. It explains what kind of help they can offer you.

There will be 2 more UHT brochures. One is about debts, the other about the integrated assessment. You can download these brochures from [the page where this brochure can be found](#)

Once your integrated assessment is ready, you will receive information about after-care: what you can do and whom you can turn to for support.

How does the childcare benefit work?

You are entitled to benefit if your children go to a childcare centre while you work. Or, for example, if you are following a course.

Sometimes, your situation changes. For example: you are going to work less. As a result of such a change, you are sometimes entitled to less childcare benefit. Therefore, always report changes in your situation as soon as possible. This will prevent you from having to pay back the benefit later. You can find all the rules on [toeslagen.nl](#). If you have questions about the childcare benefit you are currently receiving, please call 0800 0543 (free of charge).

Between 2005 and 2019, we unfortunately requested money back, while we shouldn't have. We are now going to see if that was also the case with you. And if we've made mistakes, we will remedy them. If you have any questions about the remedial action, please contact the Service Team.

Need urgent help?

No longer able to get your groceries? Are you at risk of being evicted? No longer able to buy medicines? Don't have money for school supplies or clothes for your children? Maybe we can help you financially, or we can help you connect with another organisation. Call our Service Team.

Support from the municipality

The municipality is also happy to help you, for example, if you have problems with these five things:

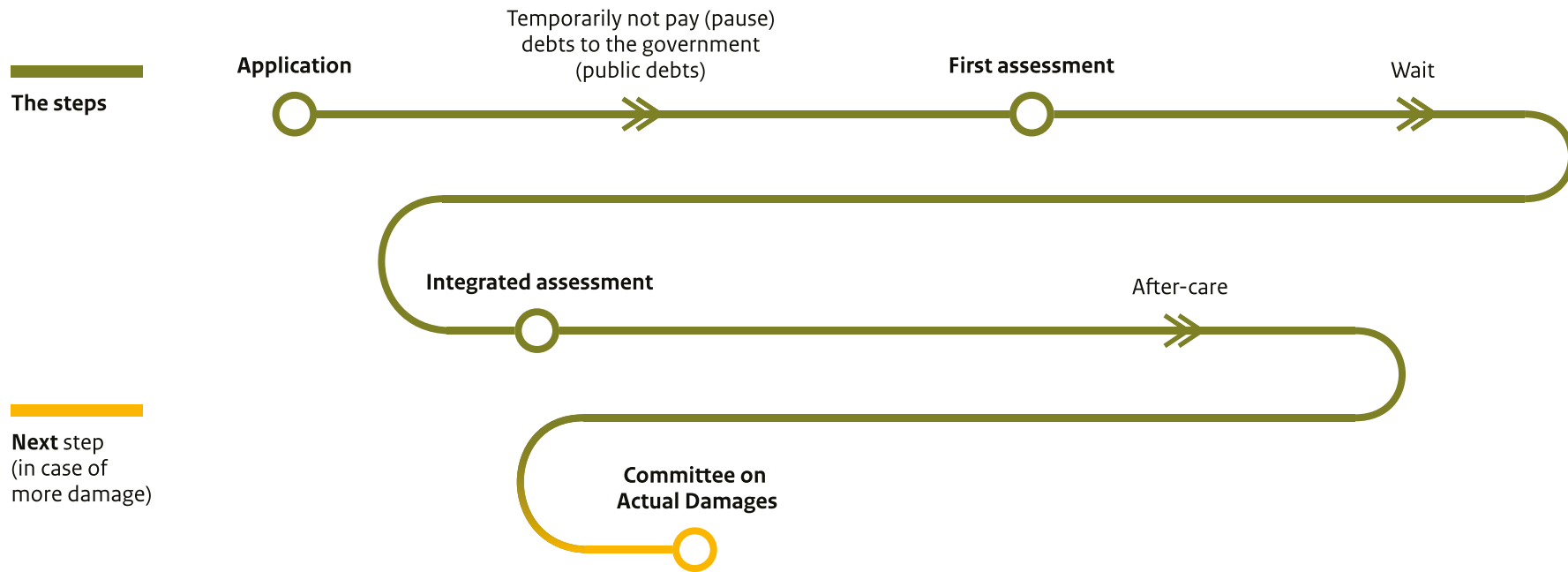
- children & relationship
- money or debts
- housing
- health
- work

More information about how the municipality can help you can be found on the page [help from the municipality](#)

If you want help from your municipality, please contact the municipality where you live. Ask for the childcare benefit remedial action support team or the childcare benefit remedial action contact person.



I have registered: what happens next?



The steps

Next step
(in case of more damage)

Other possibilities

- Urgent help
- Support from the municipality
- Free lawyer
- Lodge an objection
- Debts
- De-register
- Lodge a complaint
- Notice of default

Registration

You have registered with the UHT. We are going to reassess your childcare benefit.

- We start with the first assessment, during which we check whether you have been affected and are entitled to €30,000. This is the minimum amount for remedying the problems with the childcare benefit. This arrangement is called the Catshuis Scheme (“Catshuisregeling”).
- You temporarily don’t have to pay (pause) your debts to the government. By government we mean, for example, the Dutch Tax and Customs Administration, DUO, CJIB, or your municipality. This will take as long as we are working on the integrated assessment. This only concerns arrears. You will continue to pay normal payments such as your motor vehicle tax.
- We will then reassess your situation (integrated assessment).

You can ask someone to arrange everything with us on your behalf. We call such a person an ‘authorized representative’. Visit our website for more information about [authorising someone](#)

First assessment

During the first assessment, we check whether you have been affected and whether you are entitled to €30,000 under the Catshuis Scheme.

Procedure:

- Our employee will call you from a 06 number. You can explain why you registered and you can tell your story.
- We check whether you had to repay childcare benefit or whether your childcare benefit was stopped between 2005 and 2019. We also check whether or not that was correct.

Visit our website for more information about the [Catshuis Childcare Benefit Scheme](#)

What if I’ve been affected?

- You will receive €30,000. You don’t have to pay this back, except in the case of serious misuse or fraud. The money is intended for remedying the problems with the childcare benefit. You decide what you do with the money.
- You will receive a letter about this. We call it a decision.
- If €30,000 is enough for you, you can de-register from the integrated assessment.
- If you have debts to the government, we call them public debts. These remain paused.
- If you have debts organisations other than the government, we call them private debts. These have been paused from the payment of €30,000. How this works is explained in the brochure on debts.
- You can notify Sociale Banken Nederland (SBN) of your debts. SBN will try to resolve your debts. More information about this can be found in [the brochure on debts](#)

What if I haven’t been affected yet?

- You will receive a letter about this. We call it a decision. The letter explains why we see no reason to pay you the amount of €30,000.
- You can object to this. Visit our website for more information about [lodging an objection](#)
- Your debts to the government remain paused.
- We will reassess your situation (integrated assessment).
- You can also de-register yourself. Perhaps the integrated assessment shows you have been affected after all. But we notice that this is often not the case.





Integrated assessment

In the integrated assessment, we look closely at the situation:

- You will have a permanent contact person: your personal case officer.
- Your case officer will make an overview of your situation. Your story is important in this. We also look at the data in our systems.
- Another team will carry out the assessment: the assessment team.
- We check every year to see if you are entitled to money. If that is not the case, we can ask the Committee of Experts (“Commissie van Wijzen”) for advice. They check whether you are rightfully not receiving any money. We will do this if you do not agree.

We need a lot of time

Unfortunately it can take one to four years before it is your turn. There are several reasons why this takes so long:

- Many more parents have registered than we expected.
- The assessment itself takes a lot of time: We collect all the information needed. We call this a personal case file. To do this, we look at various systems of the Dutch Tax and Customs Administration/Allowances. We do this for all the years we check. We make an overview of your story. The assessment team then assesses your situation. In case of a rejection of one or more years, an independent committee gives advice: the Committee of Experts. Based on all this information, we calculate the compensation amount. After that you will be given the decision.

We also believe the integrated assessment takes too long. We are therefore looking at whether we can adjust our approach. Visit our website for more information about the [planning](#)

If you received €30,000 after the first assessment, you don't have to pay this back, even if the integrated assessment shows you actually suffered less damage. You only have to pay back the money in the case of serious misuse or fraud.

Three compensation schemes

During the integrated assessment, we check each year whether you are entitled to one of these three arrangements. You may be eligible for more than one arrangement. If you are eligible for an arrangement for a particular year, you will receive a reimbursement for that year.

- **Compensation**

This arrangement is for parents we treated with 'bias'. 'Bias' means we assumed that parents were probably not entitled to childcare benefit. In retrospect, it turns out that we often judged too quickly.

- **Hardship**

The hardship arrangement is intended for parents who got into trouble because we were too strict. This concerns parents who made minor mistakes when applying for childcare benefit. For example, parents who failed to send one invoice from the childcare centre.

- **Intent or gross negligence (“O/GS”)**

This concerns people who did not send the correct information.

For example, information about their income or about the costs of childcare. We entered that information in our systems.

As a result, these people were not offered a personal payment arrangement. And that was wrong.

Visit our website for more information about the [compensation schemes](#)

What if I do not want an integrated assessment?

You can always de-register.

To do so, please contact the Service Team.



What happens with my debts if I de-register?

If you were affected after the first assessment, your debts to the government remain paused. Private debts are now also paused. The pause lasts one year from the payment of the amount of €30,000. And we are working to resolve your debts. You usually do not have to pay them (remission).

If you were not affected after the first assessment, your debts will not be remitted. But your municipality can help you resolve your debts.

Note:

We cannot tell you everything about debts in this brochure. That's why there is a separate [brochure on debts](#)



Committee on Actual Damages

Were you entitled to one or more arrangements after the integrated assessment, but suffered more damage? In that case, you can contact the Committee on Actual Damages ("Commissie Werkelijke Schade"). This committee is independent and it checks to make sure you suffered more damage. You must be able to explain well enough that you have suffered more damage. Sometimes, you have to send proof for this.

For more information, Visit our website for more information about the [Committee on Actual Damages](#)



I'm entitled to a free lawyer

Everyone who has registered for reassessment of the childcare benefit is entitled to a free lawyer. Visit our website for more information about [free legal assistance](#)

Note:

If you have legal expenses insurance, and all the costs of legal assistance for the remedial arrangement are covered by this insurance, you are not entitled to free legal assistance.

If you want to use a free lawyer, you must have arranged the following:

- Your lawyer has registered with the Legal Aid Board ("Raad voor de Rechtsbijstand"). You can download the relevant form on the [website of the Legal Aid Board](#) (in Dutch).
- Your lawyer has registered with the Service Team: 0800 2 358 358

You can also ask your lawyer to arrange everything for you. We call this authorising a person. How this works is explained below.

I can authorise someone

You can ask someone else to help you. If you want this person to arrange everything for you, you can authorise him or her.

You can authorise anyone. For example, a good friend, a lawyer or a family member.

The authorised representative must be at least 18 years old.

If you want to authorise someone, visit our website for more information about [authorising someone](#)

What if I disagree with something?

You have several options:

- After the first assessment and the integrated assessment, we make a decision. You will receive a letter with that decision. You can object to the decision. Please visit our website for more information about [lodging an objection](#)
- If we take longer to make a decision than is allowed by law, you can declare us in default. This indicates that you do not agree with the delay. Please use the form on the page on [notice of default](#)
- If you're dissatisfied with how we handled your situation, please visit our website, where you can [lodge a complaint](#)

Your lawyer or another authorised representative can help you with this.

What happens with my debts?

Registration with UHT

You temporarily don't have to pay (*pause*) your debts (*public debts*) to the government.

First assessment I'm affected

Resolving debts to organisations other than the government (*private debts*).
Report your debts.

Public debts are resolved as much as possible.

Pause button:
one-year pause from paying private debts.

First assessment I'm not yet affected. I'm awaiting the integrated assessment

You temporarily don't have to pay (*pause*) your debts (*public debts*) to the government.

Integrated assessment I'm affected after all

Resolving debts to organisations other than the government (*private debts*).
Report your debts.

Public debts are resolved as much as possible.

Pause button:
one year pause from private debts from the first payment from us to you.

Note:
You can read more about this in [the brochure on debts](#)

Your story is important

Everyone has their own story about the problems with childcare benefit. You too, of course. Your story is important in the remedial process. That's why we often ask about it. If you want, you can write it down for yourself. It can help to list everything that was a long time in the past. And you can use your notes when we call.

Evidence

We collect everything from our systems that is important for your integrated assessment. And we listen carefully to your story. If you think we've missed something, you can send additional evidence, for example:

- annual statements or invoices from the childcare centre
- bank statements
- letters

Ask your personal case officer how best to send the evidence.



Calling another parent: peer contact

Maybe you just don't know how to handle a situation. For example, you may receive questions from neighbours or family. If you would like to talk to someone about such matters, you can call a parent who has experienced the same thing. You can do this via [lotgenotencontact](https://www.lotgenotencontact.info). For more information, please visit [lotgenotencontact.info](https://www.lotgenotencontact.info) (in Dutch).

