



Unlocking records for correction evidence guide

To correct contributions on any 'locked' member records you'll need to complete the *Unlock request form* below. The form will need to be signed by someone within the employer organisation who has authority to make contribution corrections.

If you're correcting an overpayment you'll also need to send evidence that confirms the amendment is needed. If you're correcting an underpayment only, you don't need to send any evidence, just complete and sign the *Unlock request form*.

The supporting evidence to correct an overpayment is:

- › a statement from an external auditor or accountant, confirming the need to correct contributions on each of the member records you include in your request.

This could be in the form of any correspondence you've received from the auditor or accountant that confirms the need to correct the relevant records.

Once we've received your *Unlock request form*, and any supporting evidence needed, we'll review your request and respond to you within 20 working days.

- › If your request is accepted, we'll unlock the member records in the relevant contribution and/or exception schedules. We'll then send confirmation to your secure NEST mailbox to let you know the records are available for correction.

More information on how to correct contributions is available in our employer help centre.

- › If we can't accept your request, we'll send a message to your secure NEST mailbox telling you why and what next steps to take if you still want to make the correction.

The relevant records will remain locked for correction until we receive all the information we need from you and accept your request.



Unlock request form

Please fill in the details below and send the completed form, along with any evidence needed, to:
NEST, Nene Hall, Lynch Wood Business Park, Peterborough, PE2 6FY

Employer organisation name

Employer NEST ID

Reference number(s) of the schedule(s) that include the records you want to unlock for correction

Total correction amount (£)

Please tick the relevant box below to tell us what type of correction you need to make:

Overpayment Underpayment Both

How many members do you want to correct contributions for?

Please provide these members' names and either their National Insurance numbers or alternative unique identifiers. The information you give below must match what's shown on the contribution and/or exception schedule(s).

Alternatively you can enclose a copy of this information in your own format, if easier.

Please sign the following declaration. Only someone with authority to make corrections, from within the employer organisation, can sign this declaration:

I confirm that the schedule(s) referenced above are to be unlocked to allow a correction of contributions.

Signed by

Please enter your name in block capitals

Date