

# How we can protect you

No one can prevent an investigation, but our tax investigations package will enable us to:



**Explain** any complex or technical tax challenges that are raised during the enquiry without any restrictions due to cost



**Challenge** HMRC's assertions and assumptions head on, establish that the basis of any enquiry is correct and make sure your case is handled fairly



**Ensure** the tax inspector is only requesting relevant information and documents, and provide all supporting evidence from our files relating to your return



**Handle** all communication with HMRC, including letters, phone calls or notices issued



**Prepare** for and attend any face-to-face meetings with HMRC



**Ensure** you receive the best defence to protect your tax position

Whether it's a cross-tax enquiry, a technical challenge or a detailed books and records review, our tax investigations package is designed to get you the best possible result and is why we strongly recommend that all our clients subscribe.

**For an annual charge, you can rest assured that you are protected against the professional costs associated with an HMRC enquiry. The cost of not doing so could be an unnecessarily high tax bill.**

# Expert legal support when you need it most

**What are the current maternity rules?  
How do I make someone redundant?  
My customer hasn't paid me. What can I do?**

When you subscribe to our tax investigations package, you'll also have access to a team of qualified solicitors for employment law, health and safety matters and commercial issues.

**A legal expert is only a phone call away and, most importantly, the advice is:**

- in plain English
- available 24/7, 365 days a year
- free\* and unlimited

## Business Hub

Business Hub assists with everyday legal issues around employment, health and safety, trading and contracts, cyber and data, debt and insolvency.

The Business Hub provides practical DIY templates and guidance around these topics, which saves business time and money.

**Business Hub includes:**

- 850+ DIY contracts, policies, forms and letter templates
- 460+ guides
- 360+ links to key resources

In the current climate, businesses need legal assistance more than ever. Don't put your business at risk - ensure you have access to expert assistance when you need it most.

[Contact us for more information](#)

\*Calls from a landline will be charged at your local rate. Calls from mobile phones are charged at your network provider's rates in accordance with your tariff.

Tax Investigations Package

# The peace of mind you deserve

**HMRC ENQUIRIES**



# What are the risks?

**Enquiries are becoming ever more complex which means explaining the intricate and unique tax positions of our clients to HMRC takes more time, incurring more expense as a consequence.**

We want to achieve the best possible outcome without you having to worry about the time and costs involved in defending you to the fullest. Having an expert who understands your business and your tax affairs is key to dealing with HMRC enquiries.

HMRC are using their compliance resources to undertake targeted campaigns and cross-tax enquiries in an attempt to maximise the tax it can recover.


## HMRC CONTINUE TO NARROW THE TAX GAP

**In the financial year 2021 to 2022, HMRC generated total tax revenue of £731.1 billion, which remains a significant amount despite the impact of COVID-19 on individuals and businesses.**

The UK tax gap is estimated to be 5.1% and there has been a long-term reduction in the overall tax gap, falling from 7.5% in 2005/6. This means HMRC secured nearly 95% of all taxes due against the backdrop of COVID-19.

Compliance yield is up from £30.4 billion in 2020/21 to £30.8 billion; £2.7 billion was related to individuals, £2.5 billion from wealthy individuals, £11.1 billion from small and mid-sized businesses and £10.2 billion from large businesses.

With HMRC's continued investment in compliance, ensure you are protected with our comprehensive tax investigations package.



## Who's most at risk of a tax investigation?

**Tax investigations can happen to anyone – whether you are an individual or in business – however good your records are. HMRC regularly undertake random enquiries as a means of policing the system.**

### LARGE BUSINESS – CROSS-TAX ENQUIRY

HMRC undertook a full review of the accounting records of the business and the tax affairs of the owners of a care sector group. All taxes were reviewed and required extensive input from the practice, with HMRC officers spending five days on site. **18 months later, the enquiry closed with a significant tax settlement and accountancy fees met by the tax investigations package and not the client.**

### HIGH-NET-WORTH INDIVIDUALS

HMRC sought to check the HNW individual's domicile status, requesting a great deal of information over a four-year period. The practice was at the client's side throughout and after several years, agreement was reached with HMRC. **Despite having a tax bill, fees of over £75,000 were met by the tax investigations package.**

### PERSONAL TAX ENQUIRY

HMRC opened an enquiry into an individual's Capital Gains Tax position, rollover relief and income from property. At the outset, HMRC requested a substantial amount of information. A detailed reply was provided, but HMRC continued to challenge the claim for rollover relief. After further correspondence, the enquiry was closed without any amendment to the return. **The fees incurred for representation in respect of the enquiry totalled £13,000.**



# How we can protect you

No one can prevent an investigation, but our tax investigations package will remove any concern about rising costs to enable us to:



**Ensure** you receive the best defence to protect your tax position



**Challenge** HMRC's assertions and assumptions head on, establish that the basis of any enquiry is correct and make sure your case is handled fairly



**Ensure** the tax inspector is only requesting relevant information and documents, and provide all supporting evidence from our files relating to your return



**Handle** all communication with HMRC, including letters, phone calls or notices issued



**Prepare** for and attend any face-to-face meetings with HMRC



**Address** any complex or technical tax questions that are raised during the enquiry

Whether it's a PAYE or VAT visit, a technical challenge or a detailed books and records enquiry, our tax investigations package is designed to get you the best possible result and is why we strongly recommend that all our clients subscribe.

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Tax Investigations Package

# We're here to protect you

**HMRC ENQUIRIES**



# What are the risks?

With the average enquiry taking up to 24 months to conclude, the associated costs can quickly escalate, yet the cost of not defending enquiries to their full extent can be substantially higher.

With HMRC forecasting an increase in compliance activity, coupled with the cost of living crisis and looming recession, it is more important than ever to ensure you're protected against unexpected costs that could add financial pressure to your business.

HMRC enquiries are better targeted and are being undertaken with an unprecedented level of detail and persistence, with approved Coronavirus Job Retention Scheme and Self-Employment Income Support Scheme payments, in particular, under the microscope.

Even if you've done nothing wrong, you may still be selected for a detailed review of your tax affairs. It's therefore a huge financial risk to not be protected against the growing number of HMRC enquiries.

## HMRC CONTINUE TO NARROW THE TAX GAP

The UK tax gap is estimated to be 5.1%, continuing a long-term reduction in the overall tax gap, falling from 7.5% in 2005/6. This means HMRC secured nearly 95% of all taxes due against the backdrop of COVID-19.

In the 2020/21 financial year, HMRC's revenue was £608.8 billion. This has increased again to £731.1 billion protected in the financial year 2021/22. This is higher than pre-pandemic levels across all taxes.

With HMRC's continued drive for compliance, make sure you are protected with our comprehensive tax investigations package.



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**Tax investigations can happen to anyone – whether you are an individual or in business – however good your records are. HMRC regularly undertake random enquiries as a means of policing the system.**

### PLUMBING

A plumbing company was subject to an HMRC employer compliance review. What began with the completion of a payroll questionnaire and follow-up conference call between the directors and HMRC soon snowballed into further requests for details of the payroll software, copies of payslips, bonuses, expenses credit card statements, mileage records, copy of the employee handbook, etc. All of this information was provided with assistance and guidance from the practice. HMRC ultimately closed the matter with no additional tax / NIC to be paid. **Final costs were nevertheless almost £1,500.**

### SOFTWARE COMPANY

An SME was selected for an HMRC enquiry into the company's claim for Research & Development Tax Credit Relief to check the qualifying expenditure. A detailed reply was provided by the practice and a conference call held with HMRC to explain the R&D claim. **As a result, HMRC were able to close the enquiry with no adjustments and the costs incurred were just over £6,000.**

### PERSONAL TAX ENQUIRY

HMRC opened an enquiry into an individual's Capital Gains Tax position, rollover relief and income from property. At the outset, HMRC requested a substantial amount of information. A detailed reply was provided, but HMRC continued to challenge the claim for rollover relief. After further correspondence, the enquiry was closed without any amendment to the return. **The fees incurred for representation in respect of the enquiry totalled £13,000.**

### LANDLORD

HMRC enquired into an individual with several rental properties in the UK and abroad. HMRC initially requested large amounts of information in respect of all land and property which was provided in detail. HMRC then narrowed down their enquiries to focus on the funding of property purchases. **Further information was provided and HMRC ultimately accepted the position but despite no tax to pay fees were still £5,000, thankfully met by the tax investigations package.**