



Information Released under Freedom of Information Act

Subject: Statistics on the number of customers who did not complete electronic filing process

Date Released: 11 March 2014

Summary of request: The enquirer requested statistics on the number of customers electronically filing accounts did not click the submit button and receive late filing penalty

Information released

In your letter you ask how many companies have not clicked the submit button whilst attempting to e-file accounts. The statistics collated by the Late Filing Penalties team would not contain such specific information.

Appeals of this nature are categorised as e-filing or customer service issue and sometimes appeals cover more than one category and list a host of reasons so would not be 100% accurate, therefore the information you request would only be recorded if a customer informs our Customer Services department.

I have therefore contacted Customer Services and requested the number of complaints lodged relating to web filing submissions that customers had thought to be successful only to have found out they have not been accepted by our system.

I have been informed that during the last 12 months they have received 5 complaints of this nature.