

Customer focus: Large businesses

This customer group consists of the largest and most complex businesses. They are high-value taxpayers and play a pivotal role in the economy. They also manage complex supply chains and have a vital role in ensuring tax compliance across these chains.

How we work with this customer group

We manage large businesses by using dedicated customer compliance managers and tax teams, who know and understand their tax affairs. This gives us an early idea of any potential disputes, issues or arrangements which could be open to legal interpretation. We secure the best data and intelligence to identify non-compliance promptly and seek national and international agreements on data-sharing to make the economic activity and tax affairs of large businesses more transparent. We use litigation to resolve risks where appropriate - and publicise the outcome as a deterrent.

Large businesses: broadly defined as turnover exceeding £200 million



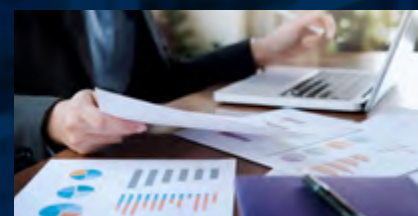
£135bn

Estimated receipts from Corporation Tax, VAT and others



£9bn

Yield generated from our compliance activities



£7bn

Tax gap estimate for 2016-17



£205m

Estimated spend on compliance activities



8m

Employments by businesses which are dealt with as large



£110bn

PAYE and NICs from individuals or wealthy customers*

82%

of large businesses rated their overall experience of dealing with HMRC as 'good' *

*HMRC large business survey 2016



* Estimated PAYE and NICs receipts collected from large businesses but paid by individual and wealthy customers