

**Mary Aiston**  
**Director**  
**Counter Avoidance**

2/46  
100 Parliament Street  
London  
SW1A 2BQ

**Date** 19 June 2020

Dear Rt Hon. Sir Ed, Ruth, and Rt Hon. Sir Mike,

Thank you for your letter of the 17 June 2020 regarding our ongoing communication with those affected by the Loan Charge, offering the opportunity to settle their disguised remuneration liabilities.

We are writing to taxpayers who still have the opportunity to settle their use of disguised remuneration and, as a result, not have to pay the loan charge. We think it is important to provide them with the necessary details to enable them to make an informed choice about whether to settle, ahead of filing their 2018-19 self assessment returns which are due by 30 September 2020. If we did not write to these taxpayers now, there is a risk they would miss that opportunity to settle and would have to pay the loan charge.

Our letters do not seek payment and they encourage customers to tell us if they have any health or personal circumstances that may make it difficult for them to deal with us, so that we can help.

Many customers who have contacted us about the letters have found them helpful and want to settle their use of disguised remuneration, including agreeing payment terms that work for them. Our experience is that many customers find resolving matters in this way puts their mind at rest, particularly in these circumstances where it means they will not have to pay the loan charge.

Where customers do not respond to our letters we are following up with phone calls to check they have received our letter and to offer help and support. We make calls and take calls from customers 7 days a week to maximise the possibility of engaging with customers to help them. This is part of HMRC's standard operating practice. Many customers are not able to answer their personal phone during normal working hours.

Colleagues who are making these calls have clear guidance that stresses the purpose of the call is to offer help and support. On these calls, we do not ask customers to commit to settle. That means customers will still have their usual access to their tax advisors prior to agreeing a settlement regardless of the time we do these follow up calls.

As part of our commitment to assisting customers we think it is important to follow up settlement letters to check that customers have received them and have the support they need to understand their options.

I hope you will feel able to encourage your constituents affected by the Loan Charge to engage with us and take up the opportunity to explore how they could settle their liabilities.

We have a dedicated phone line and email box in place for this purpose. They can call us on 03000 599110 or email: [ca.loancharge@hmrc.gov.uk](mailto:ca.loancharge@hmrc.gov.uk). The loan charge helpline opening hours are Monday to Friday 8.30 am to 4.30 pm, excluding bank holidays.

Yours sincerely,

Mary Aiston