



All-Party Parliamentary Loan Charge Group

www.loanchargeappg.co.uk

Jim Harra
Chief Executive and Permanent Secretary
HM Revenue and Customs
100 Parliament Street
London
SW1A 2BQ

17 June 2020

Dear Mr Harra,

Unacceptable HMRC phone calls during weekends

The Loan Charge APPG has received numerous reports on Twitter and via email, including recordings, of HMRC staff phoning them during the weekends of 30th/31st May, 6th /7th June and 13th/14th June. We have also been informed that these calls are coming from withheld phone numbers. This is absolutely unacceptable and must immediately stop.

The public health crisis and the associated economic impact has placed many people in serious financial peril which the government's support schemes, welcome as they are, has not eliminated. For SME company owners/managers, contractors and self-employed people, the support has not been universal and will, in coming months, cease. This leaves them facing uncertain future earnings prospects even if they have been lucky enough to escape any personal or family direct impact from the coronavirus.

For HMRC to be intruding on people's weekends with phone calls about the Loan Charge, some of whom have informed the APPG that they are not supposed to be contacted at all, is heartless and cruel. We are dismayed that there appears to be a campaign to interrupt people's brief period of relaxation to pressure them to respond to HMRC's settlement offers with the veiled threat of the Loan Charge.

We realise that HMRC may now be running behind in dealing with settlements, having diverted staff to work on the essential financial assistance schemes established to deal with the crisis, and you will be aware that HMRC have only a few months left to deal with, potentially, thousands of complex settlement cases. We would expect you to adopt a sensible solution to this conundrum, which is not to harass people to reply to HMRC quickly but to request that the government give you more time by removing this artificial deadline of the Loan Charge.

Co-Chairs: Sir Edward Davey MP, Ruth Cadbury MP, Sir Mike Penning MP
Vice-Chairs: Baroness Kramer, Andrea Jenkyns MP, Sammy Wilson MP

Office of Sir Ed Davey, House of Commons, London, SW1A 0AA
contact@loanchargeappg.co.uk

Regardless of this, it is absolutely vital that HMRC respect the right of taxpayers to appoint an adviser to deal with their tax affairs and not to harass them on a weekend when the taxpayer cannot contact their adviser. We have previously raised the fact that HMRC appear to time correspondence to land on doormats on a Friday evening to maximise the stress and worry – a policy that HMRC have denied exists.

We expect a swift response stating that you will investigate how this came to occur and that it will not recur in the future.

Yours sincerely,



Sir Ed Davey
Co-Chair



Ruth Cadbury
Co-Chair



Sir Mike Penning
Co-Chair

On behalf of the Loan Charge APPG

Co-Chairs: Sir Edward Davey MP, Ruth Cadbury MP, Sir Mike Penning MP
Vice-Chairs: Baroness Kramer, Andrea Jenkyns MP, Sammy Wilson MP

Office of Sir Ed Davey, House of Commons, London, SW1A 0AA
contact@loanchargeappg.co.uk