



# All-Party Parliamentary Loan Charge & Taxpayer Fairness Group

[www.loanchargeappg.co.uk](http://www.loanchargeappg.co.uk)

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

19<sup>th</sup> January 2022

Dear Mr Harra,

## **HMRC letters and phone calls over the festive period**

Once again, as in early 2021, we have been sent evidence that shows that HMRC were both sending letters and making phone calls to people facing the Loan Charge just before and over the 2021/2022 Christmas/festive period.

This includes letters which arrived on people's doormats on Christmas Eve, which is downright cruel. We also have another letter that is actually dated Christmas Eve and others dated between Christmas and New Year, which then would land just before or on New Year's Eve.

We also this year have reports of phone calls, relating to HMRC's demands regarding the controversial Loan Charge, including where individuals were called multiple times by HMRC officers on Christmas Eve. This is disgraceful.

We have criticised HMRC previously for this unnecessary and heartless conduct, which HMRC are fully aware causes huge distress. We are therefore deeply disappointed that HMRC have chosen to ignore this and to ignore past criticism and have continued to contact people at a time that would cause (in the words of some of those receiving these letters and calls) "maximum distress". People have reported that the letters and calls ruined Christmas for some individuals and so for their families and caused unnecessary anguish and distress over Christmas and New Year. Examples of emails sent into us include quotes such as:

*"Xmas Eve I have received 2 calls regarding this.....Why are these people allowed to call me at these times when I have spoken to them numerous times regarding this"*

and

*"I received a call today on Christmas Eve from an HMRC Officer chasing me up to settle my tax affairs. He wished me a Merry Christmas, but laughed nervously when I commented about Scrooge and Jacob Marley. He called me four times because I had been busy doing other things, so clearly had a remit to keep trying to make contact with people until they responded".*

Co-Chairs: Sammy Wilson MP, Greg Smith MP, Mohammad Yasin MP

Vice-Chairs: Baroness Kramer, Dr Lisa Cameron MP, Gerald Jones MP, Sarah Olney MP, Rushanara Ali MP

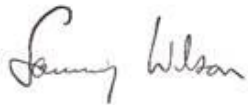
**Office of Sammy Wilson MP, House of Commons, London, SW1A 0AA**  
**contact@loanchargeappg.co.uk**

Once again, we reiterate that HMRC should have a policy that sees all correspondence linked to demands/bills suspended from the middle of December till after the New Year's Day Bank Holiday. No such HMRC letter should be sent between the dates of 16<sup>th</sup> December and 2<sup>nd</sup> January. This would be perfectly easy to do on the HMRC systems as well as instructing staff not to make. We urge you to now show some compassion and to announce you will introduce such a policy.

Should HMRC continue to send letters at these times then it will be assumed that HMRC are content to send letters and make calls knowing full well the distressing impact they will have and will do nothing to counter the perception held by some, that HMRC send these letters and make these calls at this time to actively cause the inevitable distress. This does not enhance HMRC's reputation and is something we would advise you address before Christmas 2022.

We look forward to hearing from you.

Yours sincerely,



Sammy Wilson MP  
Co-Chair



Greg Smith MP  
Co-Chair



Mohammad Yasin MP  
Co-Chair

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