

From: HMRC Business Help and Support Emails no.reply@advice.hmrc.gov.uk
Subject: Coronavirus Job Retention Scheme Update
Date: 22 April 2020 at 12:37
To: clerk@hambledon-pc.gov.uk



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COVID-19 Update



Dear customer,

More than 285,000 businesses have already applied for the Coronavirus Job Retention Scheme since it went live on Monday 20 April.

To be sure payment comes through to you before the end of the month, you will need to apply today (Wednesday 22 April).

Accessing the system

We have noticed that some people have had difficulty accessing the system because they do not have an active PAYE enrolment. In order to make claim you will need to:

- have a Government Gateway (GG) ID and password – if you don't already have a GG account, you can [apply here](#), or by going to GOV.UK and searching for 'HMRC services: sign in or register'
- be enrolled for PAYE online – if you aren't registered yet, [you can do so now](#), or by going to GOV.UK and searching for 'PAYE Online for employers'.

Coronavirus Job Retention Scheme Calculator

We are updating the [online calculator tool](#) this afternoon, so that it covers more employment circumstances. The update will mean that you can use it to work out what you can claim for most employees who are paid variable amounts each pay period, as well as those who are paid fixed amounts.

If you have already made a claim

Please retain all records and calculations for your claims, in case we need to contact you about them. Provided your claim is made in accordance with HMRC's published guidance, you can expect to receive the funds six working days after your application. **Please do not contact us before this time.**

HMRC will check claims made through the scheme and will act to protect public money against anyone who makes a claim using dishonest or fraudulent information.

We continue to be busy supporting customers at this time, so we would ask that you only call us if you can't find what you need on GOV.UK or through our webchat service – this will leave our lines open for those who need our help most.

We'd encourage you to also protect your own credentials from potential scammers and opportunist criminal activity.

I wish you all the best at this challenging time.

Yours sincerely



Jim Harra

First Permanent Secretary and Chief Executive – HMRC

To find out all of the ways you can contact us and our opening times go to

[GOV.UK – contact HMRC](#)



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Support

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