



HMRC Bulletin

Self-Assessment filing on 31 January 2012

On 31 January strike action by some HMRC staff will focus particularly on our telephone contact centres. As a result we recognise that some Self-Assessment online customers, who need to talk to HMRC on 31 January, may not get through.

We have decided online filers will not face penalties provided they file in the first two days of February.

We will treat all online Self Assessment returns that come in by midnight on 2 February as though they were submitted by the 31 January deadline.

This allows any customers who have questions or queries about their return more time to speak to an adviser before submitting it.

It is all part of HMRC's measures to ensure that customers do not receive a £100 penalty through no fault of their own.

Also no-one will have to pay interest on payments due on 31 January if they pay on 1 or 2 February.

We believe that this action will ensure that customers are not put to any unnecessary worry. It will also save on unnecessary bureaucracy and costs to both the customer and HMRC.

We've always been very clear that we want people to file their returns and not charge penalties. For that reason, we do not want anyone who cannot get through for help and advice on 31 January to be disadvantaged in any way. It is very important that customers know we will treat them reasonably and sympathetically.

By Thursday morning, the Department had received 7,738,466 or 74 per cent of the 10.5 million Self Assessment tax returns issued, against 70 per cent at the same point last year.

Dated: 27 January 2012