

Dear [name from data file]

Self-Employment Income Support Scheme: we need to call you for more information

Thank you for filing your first Self-Assessment tax return for 2019/2020 with details of your self-employment income. You may now be eligible for Government support during the Coronavirus pandemic, but we need to confirm more details with you first.

On 3 March 2021, the Chancellor announced details of the fourth grant of the Self-Employment Income Support Scheme. This covers up to 80% of average trading profits in a three-month period. For more on the grant, please visit GOV.UK and search: SEISS

As you filed a Self-Employed or Partnership Section page in your 2019/20 Self-Assessment tax return, you **might** be eligible to make a claim for the fourth SEISS grant.

We need more information to confirm your identity and business activity before we check whether you may be eligible, and need your help to do this.

What happens next

1. We will contact you by telephone on the number you provided on your Self-Assessment 2019/20 tax return in **the next 10 working days between 8:00 and 17:30. Please do not call us** as our call handlers will be not be able to help. If we are unable to reach you, we will try again, up to 3 times. The call will be from an 'unknown number'.
2. We will ask you to provide an email address and agree to receiving a link to a secure Dropbox. A Dropbox is an online platform where electronic documents can be deposited securely online.
3. To confirm your identity and business activity you will need to upload digital copies of the following into Dropbox:
 - One form of identity (suitable ID documents are included in the FAQ below)
 - 3 months' worth of bank statements to demonstrate your business activity

Please prepare digital copies of your ID and Bank Statements now as you will only have **2 days** to use the secure Dropbox link once it is emailed to you. You will need to scan or take photos of your ID and statement documents and upload the digital versions to the secure Dropbox link which has been emailed to you.

4. Once we have received and checked this information, we will check your eligibility under the SEISS scheme and if eligible, you will be invited to claim ahead of the service opening later in April.

If you are unable to provide the required information, we will not be able to assess your eligibility for the fourth SEISS grant and you won't be able to claim under the scheme.

For more information on SEISS, please visit GOV.UK and search 'SEISS'.

Yours sincerely

Self-Employment Income Support Team

Frequently Asked Questions

1. What documents do I need to confirm my identity?

You will need to provide digital copies of **one form of identity** and **3 months' worth bank statements**.

A digital copy of one of the following for confirming your identity:

- a current, valid passport, which must show nationality; place and date of birth; passport number; expiry date; photograph and signature
- your current, valid UK photo-card (full or provisional) driving licence
- any Residence Permit issued by the Home Office to Non-EU Nationals on sight of your own country's passport
- your National identity card bearing a photograph
- your EEA member state identity card
- your HM Forces ID Card
- your firearms certificate or shotgun licence
- your birth certificate
- your adoption certificate

And digital copies of 3 months of bank statement that meet the criteria below:

- **3 months of bank statements** for the account used in your business.
- the bank statements will need to be from the 2019/20 tax year (6 April 2019 to 5 April 2020) and they should demonstrate activity from your business or trade.

2. What happens if I don't have a UK bank account that I use in my business?

If you do not use a UK bank account in your business, please inform us when we call, and we will let you know what other documents we can accept.

3. How will you contact me?

We will contact you by telephone within the next 10 working days on the number provided in your 2019/20 Self-Assessment tax return between 8am and 5.30pm Monday - Friday. You can confirm that the caller is from HMRC by asking for details we hold about you.

We will be unable to be more specific with the date and time of our call. However, if you miss our call we will try you again up to 3 times

4. What happens if I have changed my telephone number and you can't reach me by phone?

Please contact us on **0800 024 1222** and we will update your records with the new telephone number and arrange for a call back on the number you have provided. **Please only use this number to provide us with your new telephone number. Our advisors will not be able to transfer you to another department or talk to you about this letter.**

5. I did not provide a telephone number on my Self-Assessment Tax Return. How will you contact me?

We will use existing telephone records we have for you. However, if you think these may be out of date, please contact us on **0800 024 1222** to provide us with your new number and we will arrange for a call back on the number you have provided. **Please only use this number to provide us with your new telephone number. Our advisors will not be able to transfer you to another department or talk to you about this letter.**

6. What if I do not answer the phone when you call me?

If you do not answer the phone, we will call you again on the same number up to 3 times. **Please do not call our helplines as our advisors will not be able to assist you.** If we are unsuccessful in reaching you via the 3 calls, we will write a final letter with steps on what to do next.

7. What will happen during the phone call?

We will provide you the opportunity to confirm that the caller is from HMRC.

We will then ask you provide an email address and with your agreement, we will send you an email with instructions on how to share the documents outlined in this letter. This will include a link for 'Dropbox' – a tool for sharing files securely. You will be able to use the Dropbox link to safely provide us copies of your **one form of ID and 3 months of bank statements**.

We recommend that you prepare copies of your **one form of ID and 3 months of bank statements** as soon as possible. You will only have **2 days** to use the secure Dropbox link once it is emailed to you.

8. What will happen after the phone call?

We will review the documents you have provided and will email you to let you know the outcome of our review.

9. I do not have an email address. How can I send my documents to you?

Please ask a family member or friend to help you. If you are unable to do this, please tell us when we call.

10. What happens if I do not answer the phone or respond to the letters you have sent me?

As we will be unable to verify your identity and your business activity, you will not be able to claim the fourth SEISS grant unless we can confirm the details outlined in this letter.

You may still be able to provide the requested information at a later date, however this may delay any future claim for the fourth SEISS grant.

11. What happens if I do not want to claim the fourth SEISS grant, do I need to still supply the information?

If you do not wish to check your eligibility or make a claim for the fourth SEISS grant, you can disregard this letter.

12. Is this a formal enquiry into my tax return?

This is not a tax enquiry into your 2019/20 return and is only to help confirm you're eligible to claim for a SEISS grant. HMRC might use information provided for other purposes including compliance activities.

13. You have provided a contact number in FAQ no. 5 and 6. Can I call that number and speak with HMRC about the letter?

Please do not call us unless you need to update your contact number. Our advisors will not be able to discuss what is in this letter or transfer you to another department. You will need to have a call back from HMRC to do this.