



## HMRC Penalty Notices

Some of our service users with payrolls will have received Notice of Penalty Assessment letters from HMRC for non-submittal of Real Time Information (RTI) returns relating to earlier in 2018.

This regrettable situation has arisen as we have recently been advised that two electronic RTI returns did not transmit properly from Purple to HMRC in April and May. We are currently working with HMRC to resolve this matter as quickly as possible and to appeal against these notices which we anticipate could take a number of weeks. I must stress that these are information returns and not financial transfers in relation to HMRC obligations. This means there is nothing more that you need to do in relation to this matter as this will not affect your Direct Payment account.

Because some HMRC letters are generated automatically, they may continue to send notices whilst we are resolving this issue with them. These letters may reach you directly rather than being sent to our offices. If this is the case, please provide us with copies of any correspondence so we can ensure that we have addressed all identified issues with HMRC.

I am also very sorry if you have had difficulty getting through to the Purple office. We are aware of the shortcomings of our existing telephone system and are in the process of upgrading to a new system. We are also recruiting additional staff who are being trained and will be in place within the next few weeks.

Purple sincerely apologises for any distress and inconvenience that this matter has caused to you, your family and carers, and will be writing to you again in October to set out our internal changes that will ensure you receive a much higher quality of service from us in the future.