

HMRC have been called on by the Chancellor to urgently direct financial support to where our citizens and businesses need it most. The first wave of this is the launch of the Coronavirus Job Retention Scheme.

We need your help in this important work. Your influence and your reach across the business sector are instrumental in helping us ensure employers know what they can do to get ready to make their claim. Claims should not be made by phone, it will be an online service.

The Coronavirus Job Retention Scheme (CJRS)

In response to the coronavirus pandemic, the Chancellor announced a series of measures to support businesses and their employees. One of those measures is the CJRS, that allows employers to claim 80% of the wages of staff (up to a maximum of £2,500 per employee) that they have furloughed (been put on temporary leave).

HMRC is working at pace to deliver the service that will allow businesses to make a claim. Businesses, and agents that are authorised to act on behalf of clients for PAYE matters, will be able to claim. However, file only agents, including Payroll Bureaus, will not be able access the service due to data protection reasons.

File only agents

If you are a file only agent, we still need your support. You will need to help your clients, as you might hold information that they need to make their claim. Businesses will need the following information on each of their furloughed employees:

- National Insurance number
- salary, National Insurance and pension contribution information that allows business to calculate the claim amount.

Service launch

We are ready to launch on 20 April. This will be made public shortly, at which point we will be contacting businesses to advise them what they need to do. At this point we would welcome you also contacting your clients and offering yourselves as vital support during this process, either directly, if authorised, or indirectly if you are a file only agent.

We are expecting phone demand to be beyond our capacity to offer a normal service. Therefore, the service is designed to be self-serve with guidance in place. Again, your support in helping us achieve this is called on.

Find out more

The latest guidance on CJRS can be found on GOV.UK by searching for 'Coronavirus Job Retention Scheme'.

HMRC will also be providing you with further information on our support for businesses and workers over the coming weeks, including more detail on the Coronavirus Self Employment Income Support Scheme.

We would like to thank you for your help to businesses at this time of national need. HMRC is working day and night, prioritising the need to get the financial support out to those who need it.

Yours sincerely

