



Background

We are making changes to our IT systems to ensure they remain robust and resilient in the face of future challenges. Alongside the move to Making Tax Digital (MTD) for VAT, HMRC are gradually migrating customers' VAT records to a new platform.

As with any large-scale IT delivery project, occasionally unforeseen issues come to light when rolling out functionality to a wider range of business and customer types. Usually, these can be resolved quickly with minimal visibility or impact on individual customers.

Identified issues and resulting delays

We have become aware of some issues affecting one specific customer group – Insolvency Practitioners who are:

- notifying insolvency
- submitting paper returns
- requesting repayments
- awaiting confirmation that all matters are concluded.

It has not always been possible to take some of these actions within expected timescales for a small minority of these customers. We are now making significant progress to recover this situation.

We understand that customers may be concerned about these delays. We would like to apologise for any problems this issue has caused.

If there is a particular level of urgency, please contact R3 or your representative body who have direct access to the Insolvency Customer Service Manager for HMRC, but we would otherwise appreciate patience on this matter and will provide further updates through messages in this format in due course.