

Subject: COVID - Update 19th April

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# ALLENACCOUNTS

We hope everyone had a good weekend.

## Coronavirus Job Retention Scheme Claims Portal

HMRC have confirmed that this will open as planned tomorrow, Monday 20 April 2020.

As a reminder **we will be processing all grant claims for any client that uses our payroll service and has furloughed employees.**

We would kindly ask our clients for your patience and support during this exceptionally busy time.

In particular, **we would be extremely grateful if you did not call or e-mail to check on the status of your claim** in the next couple of days – these calls/e-mails will distract our team and reduce the number of claims we can make.

As a result of the work involved we have recruited additional staff and redeployed a number of our accounts team to ensure we can make all claims as quickly and efficiently as we can.

Many expert commentators expect that the new portal will be unable to cope with the initial demand and will regularly go offline in the first few days – this will clearly limit the number of claims that can be made on Monday/Tuesday.

We anticipate that the grant payment will take between 1 to 3 weeks to arrive in your nominated bank account. The time frame will depend on the demand on the system and how long it takes to be approved following HMRC checks.

Any employer who cannot pay their staff in April without this grant should have an immediate discussion with their staff to explain their wages will be delayed. We would expect any affected employee to understand the situation as without this scheme they would have been made redundant, and they should be able to arrange a mortgage holiday or rent deferral if needed.

Further HMRC guidance, including a new webpage with detailed examples and a new calculation methodology, was published late on Friday. HMRC also announced a calculator would be available from next week as well as an additional online portal for the public to report suspected fraud in relation the CJRS.

<https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

<https://www.gov.uk/guidance/work-out-80-of-your-employees-wages-to-claim-through-the-coronavirus-job-retention-scheme>

Any client who runs their own payroll and will be making their own grant claim should follow the HMRC employer guidance released on Friday. Please note the late changes to the calculation method.

<https://www.gov.uk/government/publications/coronavirus-job-retention-scheme-step-by-step-guide-for-employers>

As always we will do our very best to answer any queries as quickly as we can during this extremely busy and challenging time. Please do note however that unfortunately telephone assistance for clients making their own CJRS claim may not initially be available.

The Allens Team



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