



Approx. space occupied by the standard letter header in SEES

### **Important notice - your VAT direct debit**

We are going to cancel your VAT direct debit between July and November 2021. This is because we do not have an email address for you. This means, if you want to continue paying by direct debit, you will need to set up a new one using your Business Tax Account (BTA).

### **Why we need your email address**

We need an email address for you to comply with UK banking regulations. This is so we can tell you in advance, using your BTA, about the amount of VAT we will take from your bank account. The time it takes between submitting and paying your VAT Return is too short for us to tell you by post.

### **What you need to do**

- 1 When your current VAT period ends, log in to your BTA and select the VAT card.
- 2 If you receive a prompt to set up a new direct debit, follow the on-screen instructions.
- 3 If you do not receive a prompt, check again at the end of your next VAT period.
- 4 You must setup a new direct debit at least 10 days before your next VAT payment is due.

### **What will happen if you do not set up a new direct debit for VAT**

If you do not set up a new direct debit and give us an email address, you will have to pay your VAT using a different method. For more information about how to pay your VAT, go to [www.gov.uk/pay-vat](http://www.gov.uk/pay-vat)

It is your responsibility to set up a new direct debit and give us an email address. Your agent cannot do this for you. If you have an agent and have further questions about this change, please speak to them.

If you miss your VAT payment, we may charge you penalties.

**MTD31aMM** Hybrid letter after BIR HMRC 05 21

If you have joined the VAT deferral new payment scheme, the direct debit via which you pay off your deferred VAT is separate and will continue unaffected by this change

### For more help

To log in to your BTA go to [www.gov.uk/guidance/sign-in-to-your-hmrc-business-tax-account](http://www.gov.uk/guidance/sign-in-to-your-hmrc-business-tax-account)

If you have authentication set up on your account, you will need to enter the access code sent to your mobile phone.

For guidance about using your BTA, go to [www.gov.uk/government/publications/use-hmrcs-business-tax-account/use-hmrcs-business-tax-account](http://www.gov.uk/government/publications/use-hmrcs-business-tax-account/use-hmrcs-business-tax-account)

If you have forgotten your BTA login details, follow the links at the bottom of the sign in screen under 'Problems signing in' or read the guidance on our website. Go to [www.gov.uk/log-in-register-hmrc-online-services/problems-signing-in](http://www.gov.uk/log-in-register-hmrc-online-services/problems-signing-in)

Your BTA is a secure application that only you can access to give HMRC personal or financial information. We recommend you take the time to setup and access yours now.

If you have any queries about setting up a new direct debit using your Business Tax Account (BTA), please call us on 0300 200 3700.

If your BTA has not prompted you to setup a new direct debit by the end of November, please contact us.

If you need to call us, please note we cannot take your email address over the phone. Our helpline advisers can only direct you to your Business Tax Account.

### If you need extra support

We understand that COVID-19 means you may be dealing with challenges you have not experienced before, and we're committed to supporting you during this time. For more information about the support available to businesses, go to [www.gov.uk/coronavirus/business-support](http://www.gov.uk/coronavirus/business-support)

If you need help to pay your VAT, you may be able get support with your tax affairs using our Time To Pay (TTP) service. For more information about this, go to [www.gov.uk/difficulties-paying-hmrc](http://www.gov.uk/difficulties-paying-hmrc)

Reference 1

None
None

Mandatory

If not mandatory, confirm if empty?

Reference 2

Mandatory

If not mandatory, confirm if empty?

N/A
N/A
Y/N
N/A

Employer case (for employer details only – if you want employee details then set reference above as 'Employer ref')			N
Make UTR optional			N
Cancel warning message when "Our ref" is empty			N
If Caseflow reference selected; is letter definitely a Caseflow case?			N/A
If definitely a Caseflow case; give user the choice to use the Netherton scanning address?			N/A
If definitely a Caseflow case; hide Caseflow customer service message?			N/A
Type of header	Standard letterhead		
Data import	None (mail merge)		
Retention period	Do not store	Allow user to change?	N
CPS exception (main product code)	No	If 1st Class needed as HCPS exception, has approval been given by Mail Services?	N/A
Use an alternate product code (i.e. change the main product code based on a question)?			N
If using an alternate code for a purpose other than to apply a CPS exception to a particular question, enter the question(s) which will be used to change the main product code and enter the alternate codes to be used.		N/A	
If using an alternate code to apply a CPS exception to a particular question, enter the question(s) to be used and the type of CPS exception to be applied. Include the name of any onsets to be added by CPS, if applicable		N/A	
Force user to preview document			N
Override issuing office details			Y
If yes, give details (if you want certain questions to insert different issuing office details, make clear which office details go with which)		<b>Salutation:</b> Dear Sir or Madam <b>Sign off:</b> HMRC <b>Hide fax</b> <b>Phone:</b> 0300 200 3700 <b>Opening Hours:</b> <b>Monday to Friday 8.00am to 8.00pm</b> <b>Saturday 8.00am to 4.00pm</b> <b>Hide email</b> <b>Hide web address</b> <b>Hide office address:</b> <b>Dictate Our Ref:</b> VRN <a href="#">ref from data file</a> <b>No Standard Service Message</b> <b>No Charter/PTA message</b>	
If letter will can be sent by email, give details of any PDF attachments you want to automatically add to the email.			N/A
Unprotect document at "preview"			N
Set BF checkbox options (if yes, state which options to set)		N/A	
Link to attachment	N	Attachment product code	N/A
Trusts letter	N	Hide last case button	N
Deceased case	N	Hide condolences message	N/A
Set agent option as default	N	Hide agent / customer options	N
Hide heading option	Y	Hide CC text option	Y
Hide enclosure text option	Y	Set enclosures text as default	N
Hide SA / Service message	N	Courts letter	N
Set "De-Caps" function	N	List questions to use De-Caps	N/A