



Branch Secretaries' Circular

24 April 2018
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Dear Colleague

A number of subpostmasters have incorrectly had their NT tax code changed to a PAYE tax at source leading to a reduction in their April pay.

Please note this is a HMRC error, affected members are advised to call the HMRC helpline on 0300 200 3300 to have their NT tax code reinstated. Some members have been incorrectly advised by the HMRC call centre that they are no longer able to have the NT tax code. This information is wrong; members should re-contact the helpline to have the correct tax code applied. The NFSP met with officials from HMRC this afternoon and they have agreed to issue a communications to call centre staff to clarify.

The NFSP is also working with Post Office Ltd to alleviate any cash flow problems which arise as a result of this error.

This error appears to be as a result of HMRC incorrectly applying the NT tax code changes to the 2018/19 tax year, as was originally planned. However, as reported in *The SubPostmaster* (January 2018) the NFSP secured a 12 month extension of 'grandfathering rights' so that subpostmasters could prepare for this change and it will not come into effect until April 2019. The NFSP is working with HMRC and Post Office Ltd to minimise the complexity and costs likely to arise from these proposed changes, and to provide members with appropriate information and support.

Yours faithfully

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CALUM GREENHOW
Chief Executive Officer Designate