

## Introduction

This document is confirmation is in place. You are insured in respect of charges incurred for work undertaken in respect of HMRC enquiries and compliance checks. Where applicable directors or partners (including their spouses/civil partners) of the Policyholder are also covered, subject to the agreed external income limits. This document does not give full details of the cover provided. A copy of the Master Policy containing all of the terms and conditions is available on request.

## Type of insurance and cover provided

Tax Fee Protection insurance offers protection for costs in tax matters as listed below:

The Policy will cover:	The Policy will not cover:
<p>Your accountants fees incurred in respect of:</p> <ul style="list-style-type: none"> <li>• Corporation Tax and Income Tax full or aspect enquiries</li> <li>• PAYE/NIC compliance checks from the outset and disputes with HMRC following such checks</li> <li>• IR35/Employment Status/CIS enquiries and disputes</li> <li>• VAT compliance checks from the outset and disputes with HMRC following such checks</li> <li>• Enquiries under Section 60 or 61 of the VAT Act 1994, provided that at the culmination of such investigation it is proved that the policyholder was not found guilty of dishonesty, fraud or fraudulent intent</li> <li>• Business record checks, inspections and interventions under HMRC's Information &amp; Inspection Powers at Schedule 36 FA 2008</li> <li>• Up to £250 of costs relating to an informal request for information by HMRC, by telephone or other means</li> <li>• Inheritance tax/ Probate return enquiries</li> <li>• Stamp Duty and Stamp Duty Land Tax Enquiries</li> <li>• National Minimum Wage / National Living Wage enquiries</li> <li>• Child tax credit enquiries</li> <li>• Student Loan enquiries</li> <li>• Gift Aid enquiries</li> <li>• Companies House confirmation statement enquiries</li> <li>• Enquiries into Scottish taxes</li> <li>• Auto enrolment return enquiries where the Policyholder has been engaged to complete the appropriate reporting statements and declarations</li> <li>• Code of Practice 8 investigations, provided that at the culmination of such investigation it is proved that the policyholder was not found guilty of dishonesty, fraud or fraudulent intent</li> <li>• Applications for judicial review, subject to Vantage consent</li> </ul>	<p>Any fees or costs:</p> <ul style="list-style-type: none"> <li>• Incurred prior to the acceptance of a claim by Vantage</li> <li>• In respect of any work undertaken prior to receipt of notification of enquiry by HMRC</li> <li>• In respect of any claim arising from or relating to a circumstance that occurred prior to or existed at the inception of this Policy</li> <li>• Costs relating to time spent during a review of the business or other financial records by HMRC, unless this has been authorised in advance by Vantage</li> <li>• Relating to a criminal prosecution or an enquiry conducted by HMRC under the Civil Investigation of Fraud procedure (Code of Practice 9)</li> <li>• Relating to any claim arising from an enquiry into a tax return that was not submitted within 90 days following expiry of the statutory time limits</li> <li>• In respect of work that should be routinely undertaken by the appointed consultant / accountant at the policyholder's expense</li> <li>• In respect of any claim made, brought or commenced outside the territorial limits</li> <li>• Where a claim has not been notified within the period of insurance or notified within the notification period</li> <li>• Any taxes, interest, penalties and fines or any other duties.</li> <li>• In any claim where the policyholder has adopted a tax avoidance scheme</li> <li>• Incurred as a result of professional negligence</li> </ul>

**Important note:** This document only provides a summary of the Tax Fee Protection Insurance and exclusions. A copy of the Master Policy, which contains all the terms and conditions, is available on request.

## Limit of indemnity

HMRC enquiries under Code of Practice 8: £10,000 any one claim and in the annual aggregate

Judicial Review applications: £10,000 any one claim and in the annual aggregate

All other enquiries: £100,000 any one claim and in the annual aggregate

## Directors or partners

Directors or Partners (including their spouses / civil partners) of declared clients are automatically included, subject to the agreed external income limit of £50,000 per annum.

## Excess

There is no excess to pay in respect of any claim made against this policy.

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**Insurer**

This insurance policy has been arranged by Vantage Tax Fee Protection Ltd, an Appointed Representative of Vantage Fee Protect and is underwritten by HCC International Insurance Co PLC. Vantage Fee Protect is authorised and regulated by the Financial Conduct Authority. HCC International Insurance Co PLC is authorised and regulated by the Prudential Regulation Authority and is regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting them on 0800 111 6768.

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**Cancellation right**

This Policy may be cancelled in writing at any time by the policyholder by giving immediate written notice to Vantage. Vantage may also cancel this Policy by giving 30 days written notice to the policyholder. In the event of cancellation the policyholder will be entitled to a full refund of premium if the Policy is cancelled within the first 14 days or refund of a proportionate part of the premium corresponding to the un-expired period of insurance where the Policy is cancelled after the first 14 days. There will be no refund of premium if the policyholder has notified a claim during the period of insurance.

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**Making a claim**

Claims should be notified to Vantage by calling 01455 274 9123 or in writing to: Claims Department, Vantage Tax Fee Protection Limited, Windsor House, Troon Way Business Centre, Humberstone Lane, Thurmaston, Leicestershire, LE4 9HA, or by email to: [claims@vantagefeeprotect.com](mailto:claims@vantagefeeprotect.com).

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**How to make a complaint**

We hope that you will be pleased with the service we provide. However, if you have a complaint about our service, please write to:  
In writing to: Solar Insurance Services (Medway) Ltd, 6 Magazine B Ordnance Yard, Upnor Road, Lower Upnor, Rochester, Kent, ME2 4UY

By Telephone: 01795 841310

By Email: [info@solarinsurance.co.uk](mailto:info@solarinsurance.co.uk)

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff. You may contact the Financial Ombudsman Service at: Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone: 0800 023 4567 free for people telephoning from a "fixed line" (for example a landline at home); or 0300 123 9 123 which is free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02.

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

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**Compensation Scheme**

If you are not satisfied: You may refer the matter to the Financial Ombudsman Service (except in the case of commercial customers with a group turnover of £1 million or more, or trustees with a net asset value of £1 million or more)

**The Financial Ombudsman Service (FOS)** Should you be dissatisfied with the outcome of your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service. The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. Contacting the FOS does not affect your right to take legal action. The FOS's contact details are as follows:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Telephone: +44 (0)300123 9123 Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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**Data Protection Act**

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 2018, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

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**Advisory Support Service**

As a policyholder, you have telephone access to our consultants who are available to assist you with practical advice on any employment, health & safety or general legal issues your business may encounter. The service is available weekdays between 8:30am to 5.30pm. **To access this service please call 0116 243 7891 and quote QVTFP14.**