



LEGAL SERVICES

## ABOUT ARAG AND YOUR INSURER

ARAG plc is part of the ARAG SE Group, one of the world leaders in specialist insurance. ARAG is actively assisting customers in Europe and the USA, generating a premium income of over €1.5 billion. ARAG plc is authorised and regulated by the Financial Conduct Authority (firm reference no. 452369) and is authorised to administer this insurance on behalf of Brit Syndicate 2987 at Lloyd's. Brit Syndicate 2987 at Lloyd's is managed by Brit Syndicates Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority, registration number 204930. You can check this by visiting the FCA website at [www.fca.org.uk](http://www.fca.org.uk)

## POLICY SUMMARY

- Formally notified full or aspect enquiry
- VAT disputes
- Dispute with PAYE, Social Security, National Insurance Contributions, CIS or IR35
- Attendance and representation at a HMRC Compliance Check visit, including any request for information following an Information Notice (subject to a limit of £1,000)
- Discovery enquiries
- Formal aspect or full enquiry into personal tax affairs of directors and/or partners
- Up to £100,000 any one claim

## SIGNIFICANT EXCLUSIONS

- Fees for preparing analysis and reconciliations that would be expected to have been done during account preparation
- Any costs and expenses incurred before we accept the claim
- Disputes or claims circumstances you ought to have known about before taking out the policy
- Investigations by the Specialist Investigations Office or under the Civil Investigation of Fraud Procedure
- Tax avoidance schemes
- Any criminal prosecution

## SIGNIFICANT CONDITIONS

- All tax returns must be fully completed and submitted on time
- You must cooperate with the appointed advisor

A full policy wording is available upon request.

## COMPLAINTS

### Step 1

ARAG is committed to providing a first class service at all times. However, if a complaint arises, this should be addressed to our Customer Relations Department where we will arrange to have it reviewed at the appropriate level. We can be reached in the following ways:

☎ 0117 917 1561 (hours of operation are 9am-5pm, Monday to Friday excluding bank holidays. For our mutual protection and our training purposes, calls may be recorded).

@ [customerrelations@arag.co.uk](mailto:customerrelations@arag.co.uk)

✉ ARAG plc, 9 Whiteladies Road, Clifton, Bristol, BS8 1NN

### Step 2

Should you remain dissatisfied you may be entitled to pursue your complaint further with Lloyd's. They can be reached in the following ways:

☎ 0207 327 5693, Fax: 0207 327 5225

@ [complaints@lloyds.com](mailto:complaints@lloyds.com)

✉ Policyholder & Market Assistance, Market Services, Lloyd's, Fidentia House, Walter Burke Way, Chatham Maritime, Kent ME4 4RN

### Step 3

If Lloyd's is not able to resolve the complaint to your satisfaction then you may refer it to the Financial Ombudsman Service (FOS) provided that it falls within their jurisdiction. The FOS can normally deal with complaints from small businesses with an annual turnover of less than €2 million. They can be contacted at:

☎ 0207 327 5693, Fax: 0207 327 5225

@ [complaints@lloyds.com](mailto:complaints@lloyds.com)

✉ Policyholder & Market Assistance, Market Services, Lloyd's, Fidentia House, Walter Burke Way, Chatham Maritime, Kent ME4 4RN

The FOS's decision is binding upon the insurer, but you are free to reject it without affecting your legal rights.

If your complaint cannot be dealt with by the FOS, it can be referred for independent arbitration. The arbitration shall be subject to the Arbitration Acts and the arbitrator's decision shall be binding on the parties.



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ARAG plc Registered in England number 02585818. Registered address: 9 Whiteladies Road, Clifton, Bristol BS8 1NN. ARAG is authorised and regulated by the Financial Conduct Authority firm registration number 452369.

Brit Syndicates Limited, the managing agent for Brit Syndicate 2987 at Lloyd's, is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked by visiting the FCA website at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting the FCA on 0845 606 1234.

ARAG plc and Brit Syndicate 2987 at Lloyd's are covered by the Financial Ombudsman Service.

[www.ARAG.co.uk](http://www.ARAG.co.uk)

# Total Fee Protection

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# Total Fee Protection

**Total Fee Protection is an insurance policy that has been designed by fee protection insurance experts that pays for accountants' fees needed to defend an enquiry from the Revenue Authorities.**

## WHY DO I NEED TOTAL FEE PROTECTION?

- HMRC are investigating companies more than ever before
- One in ten businesses are made subject to a tax investigation
- No reason for mounting an investigation need be given
- Certain trades are particularly targeted
- Accountants costs have to be paid even if you are found to be entirely innocent
- The insurance policy allows for your accountant to defend your case

## WHY IS TOTAL FEE PROTECTION SO GOOD?

- It is very reasonably priced
- It covers up to £100,000 in accountants costs
- Comprehensive cover
- It includes an online legal support function

## WHAT DOES TOTAL FEE PROTECTION COVER?

- Up to £100,000 to pay for professional fees that arise from:
  - HMRC full and aspect enquiries
  - VAT disputes
  - Employer compliance disputes (e.g. PAYE, P11D, NIC, CIS and IR35)
- Attendance and representation at any HMRC Compliance Check visit including any request for information following an Information Notice
- Discovery enquiries
- Access to Commercial Legal Services, an online resource that provides all the essential tools and services required to prepare vital legal paperwork in connection with your business. Including:
  - Complex legal documents and policies prepared at the touch of a button
  - Extensive resource of jargon-free law guides
  - Highly acclaimed document preparation technology
  - Unlimited access 24/7
- Access to Legal Helpline, covering issues such as:
  - Employment and HR
  - Health and Safety
  - Property
  - Debt collection
  - Unlimited access 24/7

## HOW DO I MAKE A CLAIM?

If HMRC make an investigation into your tax affairs your accountant will automatically be notified so you need do nothing. If the enquiry concerns VAT or employer compliance you should contact your accountant supplying copies of documentation.

Your accountant will complete the required insurance paperwork on your behalf so there are no claims forms for you to complete. Payment of the accountants fees relating to the enquiry will also be settled directly.



## TOTAL FEE PROTECTION CLAIMS EXAMPLES

### DIY Centre

This large retail company was made subject to a full enquiry by HMRC

The accountant informed the insurer of the situation and received confirmation that all fees in connection with this would be covered. 8 months later the matter was settled and the fees of £21,000 were fully paid by the insurance policy.

### Precision Metal Company

HMRC looked at multiple aspects of the company tax return during an 18 month enquiry.

In the end, no changes were required, however, the accountants time amounted to a bill of £2,250 all of which were paid for by the insurance policy.

### Estate Agents

The office became aware that their National Insurance contributions were being investigated as it was suspected that the company had been making insufficient payments.

After some negotiation, the accountant was able to demonstrate this was not the case; all of the £3,500 fees were paid by the policy.

### Building Company

The company received a VAT assessment from HMRC for £35,000; however they strongly felt it was unjustified.

The accountant prepared the case and submitted a report which in time led to HMRC reducing the demand to just £4,250. The company accepted this – all costs were paid for.

