

Claim notification

As soon as you become aware of any circumstance that could lead to a claim you should notify Vantage Global Claims Department. Notification should be made by e-mail be-tfpclaims@vantagefp.com.

On notification of a claim we will require a copy of the opening correspondence from the Tax Authorities. No fees should be incurred without our prior authorisation. It is therefore important that you notify us quickly, in order to obtain a fee authorisation, to allow you to commence work.

When issuing the Claim Form, to allow you to commence work, we will usually authorise an initial fee limit subject to us receiving the completed Claim Form. This may be withdrawn if on receipt of the Claim Form it is determined that the claim is not covered.

Assessment of Records

The Claim Form requires you to assess the standard of records. For this purpose, primary records are regarded as sales invoices, purchase invoices, the cash book, bank statements, cheque book stubs, paying in books, cash receipts and payment vouchers. The standard can be defined as follows:

Good - All of the primary records have been fully maintained and are accurate. Accounts and returns were prepared without the need for any balancing figures or estimates.

Adequate - All of the primary records have been maintained to a reasonable standard to allow preparation of the necessary accounts and returns.

Inadequate - Not all of the primary records have been maintained and material balancing figures were required in order to construct the accounts and complete the necessary returns.

Estimate of Fees

The Claim Form requires you to provide an estimate of fees, including any fees incurred to date.

You should firstly provide an estimate of fees likely to be incurred dealing with the immediately foreseeable work, for example responding to the opening correspondence from the Tax Authority.

You should then provide an estimate of additional fees likely to be incurred bringing the enquiry to a conclusion. Please consider the maximum possible costs. We appreciate the difficulty in doing this. Remember this is only an estimate, which can be adjusted as the claim progresses.

External specialists

In some circumstances you may wish to use an external specialist, this is acceptable provided you have obtained agreement from us before incurring costs. Details should be included within the Claim Form. Where the specialist was not declared on your TFP agreement, fees will be limited to a maximum of the partner hourly charge out rate detailed on the TFP agreement for your practice.

Please remember that we have a team of tax specialists available to assist you and in the interest of minimising claims costs should be used whenever possible.

Copy correspondence

The Claim Form details any supporting documents required by us in order to process your claim. Where required please ensure that these are returned with the Claim Form in order to avoid any delay in processing the Claim.

Authorisation of fees

On receipt of the completed Claim Form, if it is determined that the claim is not covered or cover is restricted we will contact you confirming the reason why.

If the claim is covered, we will authorise an amount which will usually be sufficient to deal with the immediately foreseeable work e.g. responding to the opening correspondence from the Tax Authority. Where the matter is simple and likely to be concluded at a minimal cost, we may authorise an amount which is sufficient to conclude the enquiry.

The authorisation may in practice be insufficient to deal with the actual work required. In which case once you have reached the authorised amount you should contact us and request that it is increased. The authorised amount must not be exceeded without our prior agreement. Alternatively, the authorisation may be sufficient to deal with the work required, or exceed the value of actual work required. Note that this authorisation does not guarantee payment of the amount authorised, the actual work undertaken will be subject to a further review when you raise an invoice.

If you have a regulated scheme (your client is the insured) we will write to your client confirming that the claim has been accepted.

Requesting an increase in the authorised amount

On having responded to the initial letter from the Tax Authority, you may receive further correspondence from the Tax Authority. Assuming the initial authorised amount has been reached you should contact the Claim Team and request an increase in the authorised amount.

You will need to provide an estimate of fees required to deal with the further correspondence from the Tax Authority, along with copies of the key correspondence not previously submitted. We will then consider the level of fees required, and make an authorisation which should again be sufficient to deal with the immediately foreseeable work, or in some cases conclude the enquiry. This process should be repeated until the enquiry has concluded. Again remember that the authorised amount must not be exceeded without our prior agreement.

Authorisation of payments

We will normally allow you to raise an interim invoice at any point during the enquiry. Payment will be sent directly to your practice.

In order to make the payment we will usually require copy correspondence, including a copy of the closure notice from the Tax Authority where you are raising a final invoice. We may also request a copy of your work in progress report in order to help us verify the fees incurred.

Treatment of VAT

The fees incurred are regarded as VAT exempt as they relate to compensation from an insurance Policy. Therefore, you should raise a fee note for fees incurred with no VAT.
