

16th April 2020

HMRC Portal for Furloughed Workers' Claims opening Monday 20th April

HMRC have announced that the internet portal allowing businesses to claim the 80% wage for their furloughed workers will open next week.

- the online claim service will be launched on [GOV.UK](https://www.gov.uk) on **20 April 2020** – please do not try to access it before this date as it won't be available
- the only way to make a claim is online – the service should be simple to use and any support you need available on GOV.UK; this will include help with calculating the amount you can claim
- you can make the claim yourself even if you usually use an agent
- claims will be paid within 6 working days; you should not contact HMRC unless it is absolutely necessary – any queries should be directed to your agent, representative or HMRC's webchat service
- HMRC cannot answer any queries from employees – they will need to raise these with you, as their employer, directly.

Information you will need before you make a claim

In addition to the information in our previous email, you will need to have the following before 20 April 2020:

- a Government Gateway (GG) ID and password – if you don't already have a GG account, you can [apply for one online](#), or by going to GOV.UK and searching for 'HMRC services: sign in or register'
- be enrolled for PAYE online – if you aren't registered yet, [you can do so now](#), or by going to GOV.UK and searching for 'PAYE Online for employers'
- the following information for each furloughed employee you will be claiming for:
 1. Name.
 2. National Insurance number.
 3. Claim period and claim amount.
 4. PAYE/employee number (optional).
- if you have fewer than 100 furloughed staff – you will need to input information directly into the system for each employee
- if you have 100 or more furloughed staff – you will need to upload a file with information for each employee; we will accept the following file types: .xls .xlsx .csv .ods

If you want an agent to act for you

Please note:

- agents authorised to act for you on PAYE matters can make the claim on your behalf using their ID and password
- you will need to tell your agent which UK bank account you want the grant to be paid into, in order to ensure funds are paid as quickly as possible to you.

You should retain all records and calculations in respect of your claims.

Guidance on [GOV.UK](https://www.gov.uk) is being regularly updated so please review it frequently.

You may also find this recorded webinar helpful, '[Coronavirus \(COVID-19\) Job Retention Scheme](#)', available on HMRC's YouTube channel.

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