PATRICK MONK

4 Beaumont Walk

Chelmsford

Essex

CM4 9JU

31st August 2023

Dear Payroll Customer

As you may be aware, there has been an issue with HM Revenue & Customs (HMRC) following the transfer of the payroll service from Purple to Penderels Trust.

Despite Penderels Trust following HMRC guidance for people changing payroll providers, it appears that it has been assumed that your employee (PA) has started a second job with Penderels Trust rather than just a change in payroll provider and their tax code has been changed to BR (basic rate) which is not correct.

This means that they would pay too much tax. To make sure this doesn’t happen, the code needs to be corrected. Your PA will need to contact HMRC themselves to do this, HMRC will not allow us to do this on the PA’s behalf.

Your PA will need to call HMRC on 0300 200 3300. Before they call, they need to have their National Insurance number, their old Purple payroll number (from an old payslip) and their new Penderels Trust employee number (on their July/August payslip, most of them begin with ES).

Your PA needs ask HMRC to ensure that their tax code from their previous Purple employee number is allocated to their new Penderels Trust employee number.

We have written a separate letter to your PAs (sent by email) to let them know about this. If any of your PAs have not received our email, please ask them to make the same call to HMRC as it may be that we didn’t have their email address. We have asked your PAs to make this call by Tuesday 19th September if at all possible.

We realise that this is an inconvenience and it can sometimes take a little while to get through on the HMRC phone lines but it is really important that this is done to ensure they pay the right amount of tax.

**Please turn over**

**Timesheet Reminder**

Please don’t forget to send your timesheets in by 9 a.m. on the 1st of each month.

For managed accounts, please now send to [essexfinance@penderelstrust.org.uk](mailto:essexfinance@penderelstrust.org.uk) (this is a new email address)

For non-managed accounts, please send to [timesheets@penderelstrust.org.uk](mailto:timesheets@penderelstrust.org.uk)

If we don’t receive them on time or in the correct inbox, we may not be able to process them. If you have already sent August timesheets to our [essex@penderelstrust.org.uk](mailto:essex@penderelstrust.org.uk) email address, that is fine, you do not need to re-send them.

Thank you for your support in this matter.

Yours sincerely

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Description automatically generated with medium confidence  
Lisa Collins  
**Regional Manager (Payroll)  
Penderels Trust**