Dear PA

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 you have started a second job with Penderels Trust rather than just a change in your payroll provider and your tax code has been changed to BR (basic rate) which is not correct.

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

Please call them on 0300 200 3300. Before you call, please make sure you have your National Insurance number, your old Purple payroll number (from an old payslip) and your new Penderels Trust employee number (on your July/August payslip, most of them begin with ES).

Please ask them to ensure that your tax code from your previous Purple employee number is allocated to your new Penderels Trust employee number.

Please 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 you pay the right amount of tax.

We have written separately to your employer to let them know about this.

Thank you for your support with this.

Kind regards

Lisa Collins
Regional Manager (Payroll)