

With the taxman busier than ever



it pays to protect your business

**CCH Premier** Protection

# Protecting your clients

HMRC are more determined than ever to claw back money from taxpayers and they are using more efficient methods of checking for non compliance.

Indeed, CCH saw a 47% increase in claims in the 2010/11 tax year, compared to the year before.

... 47%

Investigations can be disruptive and costly, putting a real strain on the relationship you have with your client.

So, as part of your due diligence, making them aware of the increased risk of investigation and being able to offer them fee protection as an extra service is good practice.

## Choosing the right policy

The choice of provider is an important decision for your practice and clients, but choosing the right policy can be confusing.

Some fee protection policies may look as if they offer the same level of cover, but it's important to be aware of the small print that's contained in them.

CCH Premier Protection's policy makes it easier for you understand the cover that we provide for you and your clients.

We use clear, unambiguous language and with Premier Protection, unlike some other fee protection policies, there are no reasonable care clauses contained in it. Which means more cover for you and less to worry about.

We make every effort to help you make the right decision for you and your client.

## Safety in numbers

96% ...

96% of our customers say they are satisfied with CCH Fee Protection\*.

That's especially significant when the increase in HMRC investigations is really putting fee protection to the test.

So why not share the peace of mind our customers enjoy?

\* Online customer satisfaction survey Nov 2010

# Why choose Premier Protection?

Premier Protection has been developed specifically to protect you from HMRC's wider powers of investigation.

Our fee protection can offer your clients peace of mind, knowing that, should they be investigated, your practice can dedicate the right level of representation without worrying about spiralling expenses.

Premier Protection offers cover up to £100,000 per claim for the following:

- ✓ Full Enquiries
- ✓ Aspect Enquiries
- ✓ VAT Disputes
- ✓ Employer Compliance Disputes
- ✓ VAT Reviews
- ✓ Light Touch Interventions
- ✓ Employer Compliance Reviews
- ✓ IR35 Reviews
- ✓ Construction Industry Scheme Reviews
- ✓ Record Reviews
- ✓ Cross Tax Enquiries

Certain exclusions do apply. For full terms and conditions please contact us on 0800 542 6648.

## Total peace of mind from CCH

CCH is the exclusive appointed fee protection partner of ICAEW, with over 25 years' fee protection experience.

We are authorised and regulated by the Financial Services Authority.

We are owned by Wolters Kluwer, a multi-national provider of business information and software with a presence in over 30 countries.

This means that the range of services offered is second to none and is backed up by one of the world's leading publishers and providers of information products and services.

# Expert support and advice

One of the most practical aspects of a CCH Premier Protection scheme is the broad spectrum of professional advice we make available to your practice and your clients.

Your Premier Protection scheme includes:

- Your own account manager to enable smooth running of your scheme
- Your own relationship manager to help you maximise take up and revenue from your scheme
- Your own claims consultant to ensure the fast efficient handling of your claims.

We also have a range of in house experts offering professional advice and support to your practice and clients. So whether you need a second opinion or a guiding hand, instant access to expert advice comes as part of the package.

## Advice lines

The CCH Telephone Advice Line team offers general advice in all areas of direct and indirect taxes.

Included in a CCH Fee Protection scheme is access for your practice to the CCH Tax and VAT advice lines. If you need a second opinion or to talk through an issue, the CCH experts can be an invaluable support to your practice

In 2010 our consultants took over 120,000 calls and the expertise and support they provided helped numerous customers.

The Business Support Helpline offers you support on a wide variety of issues, including employment and personnel, health and safety, and commercial and legal issues.

## Consultancy

CCH tax and VAT consultants can provide technical support during an HMRC intervention, an invaluable resource which is usually covered by your policy.

All our consultants are former HMRC officers and their knowledge and expertise in successfully resolving a wide range of investigations and disputes could save you and your client a great deal of time and money.



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