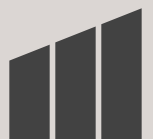


# Markel Tax

**Building partnerships with accountants through a seamless integration of robust fee protection insurance and expert tax consultancy**



**MARKEL**



# Introducing Markel Tax



We are Markel Tax. Working with over 2,500 accountancy practices, we are one of the UK's leading providers of fee protection insurance and tax consultancy services.

We're here to be your partner in tax by giving you the confidence, expertise and opportunity to nourish your practice and client base through the expertise and services we provide.

## Key facts

- ✓ A leading fee protection and tax consultancy specialist
- ✓ Trusted partner to over 2,500 accountants
- ✓ Independent and here to support you, not compete in your market
- ✓ Part of Markel Corporation, a global Fortune 500 company
- ✓ A-rated insurer, providing fee protection to UK accountants since 1997
- ✓ Rated as Excellent in our Net Promoter Score in 2022

## Your partner in tax

Markel Tax is committed to delivering a seamless integration of fee protection insurance, tax consultancy, and an extensive suit of advice, insights, and resources. With a people-powered approach, we embrace the responsibility of exceeding expectations and put the growth aspirations of partner accountants first.

## Partner feedback

"Over a number of years, Markel Tax has been a trusted business partner, providing quality products and excellent service. Our Area Sales Manager always ensures that any queries or issues are dealt with expediently with support from the Markel team. Markel Tax has proven to be a valued strategic partner, ensuring that our clients are always offered considered advice and robust support. Their principle of open and fair dealing is aligned to our own business ethics which adds real strength and depth to our client relationships."

NICOLA HUDSON  
WALKERS CHARTERED ACCOUNTANTS

## RATED: EXCELLENT



Annual client Net Promoter Score (NPS) survey 2022

"Having engaged with Markel Tax for many years, their support in providing a fee protection service for our clients has been invaluable. The service is efficiently run by an experienced claims team, and tax specialists are on hand as required, all working to ensure that claims and enquiries are dealt with quickly and effectively. We consider Markel Tax to be an essential part of our client service, enabling us to offer our clients fee support whilst we deal with the enquiry process."

WENDY RAMSAY  
SENIOR MANAGER, TAX INVESTIGATIONS. JOHNSTON CARMICHAEL

# Fee protection insurance

Giving you confidence to focus on supporting your clients.



## What we do

Our high-quality insurance cover will cover the costs of HMRC investigations. You'll have direct access to key decision makers who provide a flexible and supportive approach to underwriting. This is complimented by accurate and transparent policy documentation leading to fast and fair claims settlement.



## People-powered support

We provide you with the latest insights, analysis and trends to help you grow your portfolio and regularly identify new opportunities for your clients. Running your scheme is made simple using MarketHub, our client portal, for policy administration and claims. Premium collection is made easier with branded payment microsites and payment options.



## Innovative and flexible solutions

Our comprehensive fee protection policies provide cover up to £125k in the areas where you need it most. We closely monitor HMRC activity in order to introduce innovative cover that reflects the day-to-day workings of inspectors and the risks that taxpayers are facing. Your account manager can help guide you through this process and will design a solution that's perfectly crafted for you. Coverage can include:

### Full and aspect enquiries into:

- Corporation tax returns
- Partnership tax returns
- Sole trader tax returns
- Personal tax returns

### HMRC use of information and inspection powers/schedule

#### 36 pre-disputes in respect of:

- VAT control visits
- Employer compliance visits
- Check of employer records

### Disputes relating to:

- VAT
- Employer compliance (PAYE, P11D and NIC)
- IR35

### With you and your clients in mind:

- We do not require you to have completed the VAT return or look after a client's payroll for the pre-dispute cover to be available
- Our standard policy includes cover for your clients, with no upper limit on their turnover

### In addition:

- Inheritance tax enquiries up to £5,000
- COP8 enquiries up to £5,000
- National minimum wage pre-disputes
- Interventions
- Requests for information
- Capital gains tax
- 90 days' late return cover
- No excesses
- Stamp Duty Land Tax (SDLT) – England and Northern Ireland and Buildings Transaction Tax (LBTT) – Scotland
- Land Transaction Tax (LTT) – Wales
- Gift Aid cover

# Scheme options

We offer a flexible approach to delivering fee protection to your clients:

## Client protector

Your practice acts as an insurance intermediary so your clients are insured. You will need to hold the relevant regulatory status (either direct authorisation from the FCA or a relevant DPB licence, plus the appropriate level of PI insurance).

## Practice protector

Your practice is both the insured and the policyholder. Therefore, you offer your clients a tax investigations service rather than insurance, meaning you don't need to be a regulated intermediary.



## All client

Covers all clients of the practice.

## Client decide

Covers only those who opt into scheme.

## Account management

Our dedicated account management and client services teams are on hand to support you. Your area sales manager (ASM) is your Markel point of contact for the whole of the year.

To maximise your scheme, your ASM will regularly review the take-up and provide proactive advice on all aspects of your scheme; from end-customer pricing to optimising your marketing strategy to communicate the benefits of your scheme clearly, concisely and professionally.

They will ensure you and your clients have access to Markel's full range of products – not just fee protection insurance. By working with you and your partners they will explore, develop and grow the range of services your practice can offer clients. Your ASM is an extension of your team and will help you identify opportunities to your clients to extract the maximum value from the services Markel Tax has to offer – this can be either under the Markel Tax name or via a white-label delivery.



## A no-nonsense approach to claims

Your clients' needs are prioritised through our claims solutions. We strive to be the most customer-focused and value adding claims team in the market, meaning we work hard to make sure our claims expertise is of the highest quality and standard. Our claims team has a combined experience of over 75 years, so they deeply understand complex HMRC investigations. The team includes practice and insurance professionals, as well as specialists who used to work for HMRC, all of whom are at your service.



## Payment microsites

To make collecting fees easier, you will have access to your own branded payment portal meaning you can collect the payments from your clients and forward the premiums to Markel Tax or allow your clients to pay directly via your branded payment portal. We will assist you in the design and setting this up alongside your website.

# Exclusive client resources to drive efficiency and support your growth

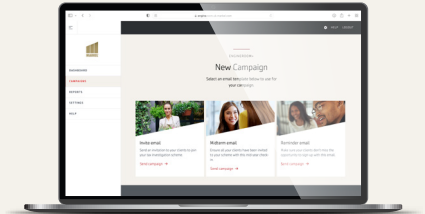


## Marketing support

**EngineRoom+** allows accountancy firms to easily create and schedule engaging white-labelled email campaigns to clients in less than ten minutes to promote the market-leading tax investigations service they are able to offer in partnership with Markel Tax.

### EngineRoom+ realises a number of benefits:

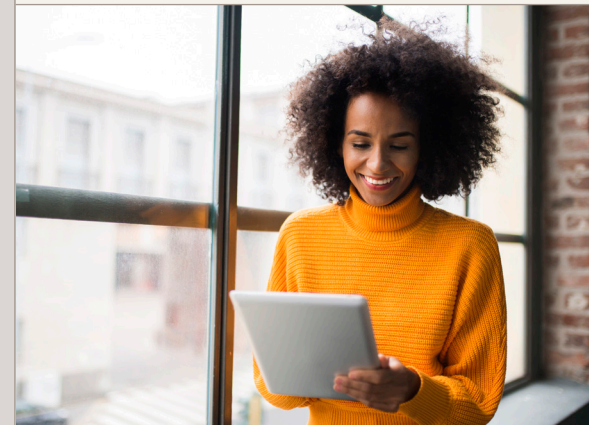
- ✓ Reduce administration for your practice
- ✓ Increase conversion, growth and cross-sell opportunities
- ✓ Monitor engagement with your clients
- ✓ Optimise and improve your marketing capabilities with real-time analytics
- ✓ Safeguard your client security with its 100% GDPR compliant guarantee
- ✓ Avoid paper with a greener solution for your business



## Client portal

At Markel, we are committed to making your life easier, and improving the experience you have with us. MarkelHub is home to all of our online tax services, meaning you'll have everything you need from us in one place making it easier to manage your scheme and access your benefits.

- ✓ Scheme Administration – 24-hour access to add new clients, set rates, renew clients, monitor and export your client list and review historical insurance periods.
- ✓ Claims – Submit, view, and manage your fee protection claims.
- ✓ Tax, VAT, and Legal advice – book a call with an advisor from one of our helplines at a time that suits you.
- ✓ Business Hub – Access templates and guidance on everyday business and legal issues including employment, health and safety, trading and contracts, cyber and data.
- ✓ Scheme payments – Pay invoices for your fee protection scheme online.
- ✓ Professional Indemnity Insurance (PI) – Get a quick and easy quote online from Markel Direct.



## Book a call

We are making it easier to get in touch with one of the teams about our value-added tax services. Select an appointment that works around your schedule and one of our specialist team will call you at your chosen time. You'll be able to book a call on MarkelHub for:

- ✓ R&D tax relief claims relief
- ✓ IR35 and NIC losses insurance
- ✓ Tax Investigation support and consultancy
- ✓ Grants and funding proposal writing
- ✓ Capital allowances claims

# Access to advice and expertise

When you need assistance or a second opinion with UK tax or legal issues, we're here to help.



## For your practice



### Tax Advice Line

Our advisers can support your practice when you need assistance or a second opinion with any UK direct tax, stamp duty, PAYE, NIC, status, or VAT issue. The team has many years' experience, earned from a mixture of HMRC, big four and smaller practices, as well as industry and commerce. We always aim to both properly understand the query and sufficiently explain the advice. When you need written advice, or more support on a particularly complex or subjective issue, our advisers will liaise with our team of specialist consultants to provide you with any additional support you require.

## Case studies

### Accountant A

#### Scheme optimisation

Accountant A has always had a FPI scheme, and would provide details to any clients that made an enquiry. The total premiums collected from their clients just covered the cost of running the scheme. We worked with the accountant to understand the financial benefits to the practice and the value of the cover for their clients. Different pricing options were discussed, with Markel UK providing examples and case studies of how similar accountancy practices had turned around their schemes.

As a result of these discussions, it was agreed that Markel would run a direct mail campaign to all of the practice's clients who didn't currently subscribe to the scheme using a new and improved pricing structure.

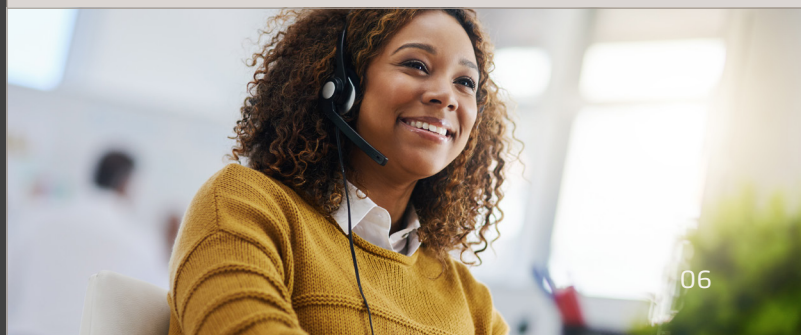
Following the initial mailing and subsequent follow-up mailings, the accountant increased their client subscription rate fourfold and also generated an additional income stream for the practice.

### Accountant B

#### Building a valuable income stream

Accountant B had an FPI scheme in place with another provider for a number of years but subscriber numbers had been dwindling. The client had undertaken little active promotion due to limited administration capacity and the day-to-day pressures of running a busy family practice.

Our area sales manager worked with the practice to understand these pinch points and ensure a smooth transition to Markel Tax – from back office support to utilisation of our mailing service to boost uptake of the scheme. In the first year we helped the client achieve double the number of subscriptions to their service, and ensured that fee protection added a valuable income stream rather than an additional administrative burden.



## For your practice and your clients



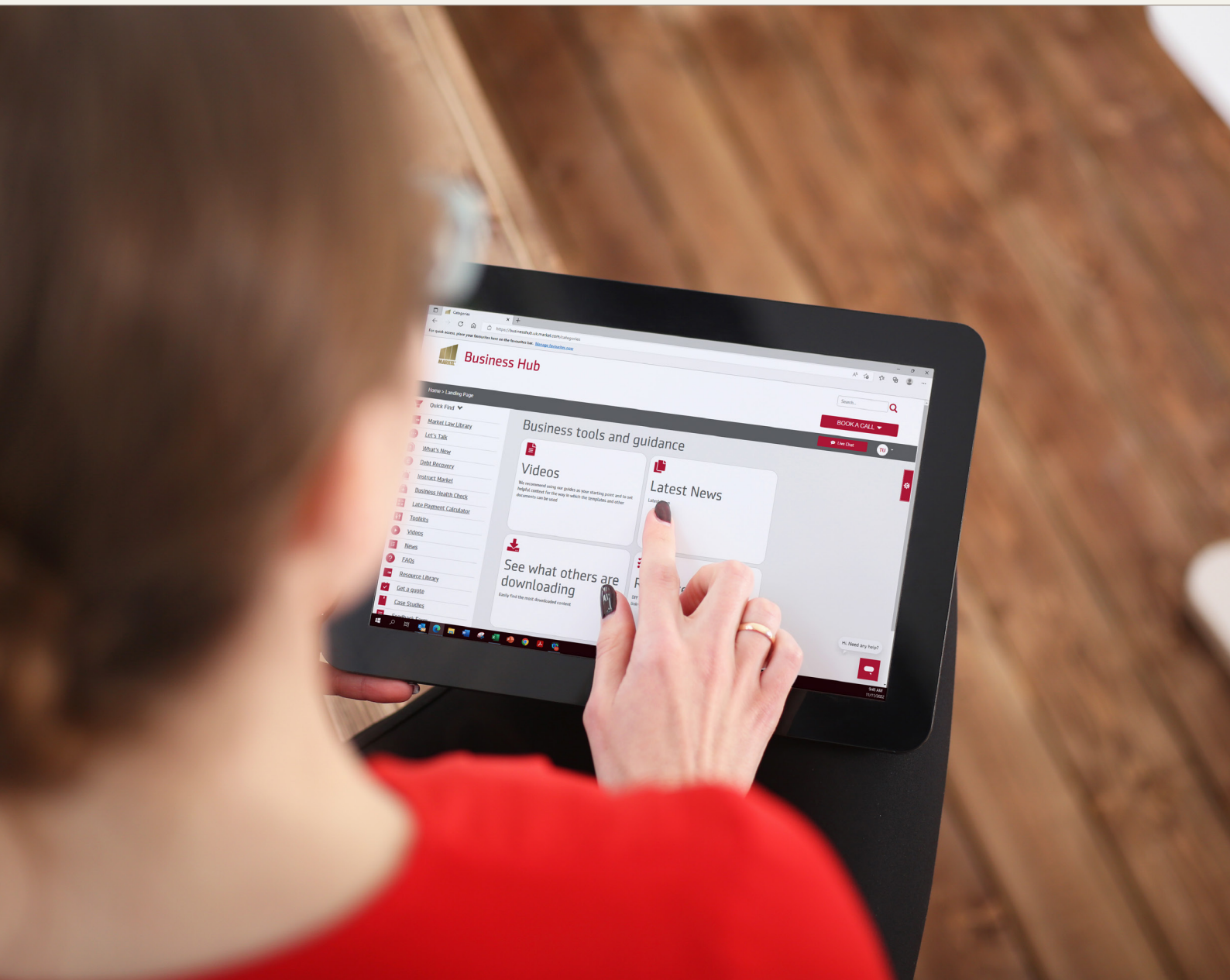
### Business Legal Advice Line

You and your clients will have access to Markel's 24/7 legal helpline\*, manned by 40 qualified solicitors who can assist with everyday legal issues. The helpline advises on over 250,000 queries a year. This service helps protect businesses by advising on a range of employment law issues, including disciplinary and grievance procedures, recruitment and dismissals, performance and conduct management processes, unlawful discrimination, and redundancy.



### Business Hub

You and your clients will have access to our dedicated legal portal, Business Hub\* which provides assistance with everyday legal issues around employment, health and safety, trading and contracts, cyber and data, debt and insolvency. Business Hub provides practical DIY templates and guidance around these topics, as well as having a dedicated tax section.



# Value-added consultancy

We empower you to do more for your clients and to grow your practice.



## What we do

Our team can provide you with expertise on niche and complex areas when you need specialist support. We can work either as part of your client-facing team or discreetly in the background.



## People powered support

We'll help you develop new revenue streams for your practice and do more for your clients by collaborating with us on complex tax advisory and funding issues. We can help you grow your client portfolio and build your team's technical skills along the way.



## One team

A single Markel Tax team offers extensive tax advisory expertise in the areas below.



## Tailored support and expertise

Our team, comprising of more than 40 tax and funding specialists, is expert in providing effective tax solutions, empowering clients with the knowledge to make the right decisions. We're independent and here to work with you, not compete with you.



### No conflict:

We work in partnership with our clients and will never compete for business.

### Collaboration:

We can work with (or cover for) your existing expertise, providing as much or as little support as required.

### Stand-alone:

We can work on a stand-alone basis to deliver new or specialists service to your clients and develop your expertise in these areas.



# R&D tax relief

## The opportunity

Research and development (R&D) tax relief is often overlooked by UK companies and their advisers but can prove highly lucrative. Eligible companies can benefit from tax relief whether they're loss making or profitable. Depending on the tax position, the benefit is available either as a tax refund or as a reduction of future corporation tax liability.

Markel Tax has a growing team of highly skilled in-house technical consultants with a blend of financially qualified CTA, ATT, ACA, alongside science and technology backgrounds, including PhD scientists, technologists and engineers covering many sectors. In addition, we are in the unique position in the market having direct access to over 25 in-house software engineers.

## How can this benefit your clients?

We offer a free research and development tax credit health check where one of our specialist tax consultants will ascertain eligibility for an R&D tax claim through extensive desktop research. The results will be shared with your practice and will put you in full control of your client's R&D tax affairs, as you'll be in the position to proactively take these opportunities to them.

An R&D tax credit is worth up to 33% of qualifying expenditure and, on average, businesses receive a tax benefit of £57,330 per claim. We also look retrospectively as businesses have 24 months from the end of the relevant accounting period to secure their tax relief.

## How can this benefit your practice?

By using an experienced R&D specialist like Markel Tax you can ensure that the technical application is robust enough to stand up against HMRC scrutiny. Ultimately, resulting in a happy client and protection for you if HMRC open an enquiry into a claim.

Clients increasingly expect advisors to maximise their tax savings as part of the service. R&D support will protect your client base and ensure you are offering a competitive all-round service. Markel Tax can work in partnership with you, either white labelled or as part of the team.

You can earn a referral fee on any claims undertaken by Markel Tax.\*

To qualify for R&D tax relief, a company must be:

Attempting to make an appreciable improvement to new or existing products, technology, processes or services, although this does not necessarily mean ground-breaking, innovative, or novel work. If companies are aiming to make their products or process cheaper, faster, smaller, or better in some way, then this may qualify as R&D. Partnership with our clients and will never compete for business.

Overcoming technological or scientific uncertainties or challenges, especially if the solution will not be immediately obvious to a qualified professional. The company may need to go through a "trial and error" process to achieve the required solution.

## How do we work with you?



### STEP 1

Complimentary pre-qualification call to establish eligibility and determine the size of the claim



### STEP 2

Technical meeting with one of our R&D tax consultants to summarise projects and identify eligible costs



### STEP 3

We prepare a comprehensive submission to HMRC, including a detailed technical report and breakdown of costs claimed



### STEP 4

Submission of claim to HMRC on your behalf



### STEP 5

We liaise with HMRC to secure acceptance of the R&D claim

# Capital allowances

## The opportunity

Over half of UK businesses do not claim their entitlement to capital allowances, which could be worth hundreds of thousands of pounds. Tax claims can be maximised by consulting with a Market Tax specialist before incurring any expenditure on commercial property.

### Typical properties that benefit from capital allowances include:

- Purchase of an office building – allowances available on initial investment plus further claim on any redevelopment costs
- Hotel acquisition and refurbishment, including serviced apartments
- Restaurants and entertainment venues
- Residential care homes, nurseries and holiday lets
- Student accommodations.

## How can this benefit your clients?

Your clients could be claiming up to 19% of the eligible costs – with many claims being understated. Market Tax can ensure that all claims, both future and past, are maximised and that all qualifying expenditure is correctly identified. To justify your claim, we prepare a full report of qualifying expenditures that will stand up to an HMRC audit.

## How can this benefit your practice?

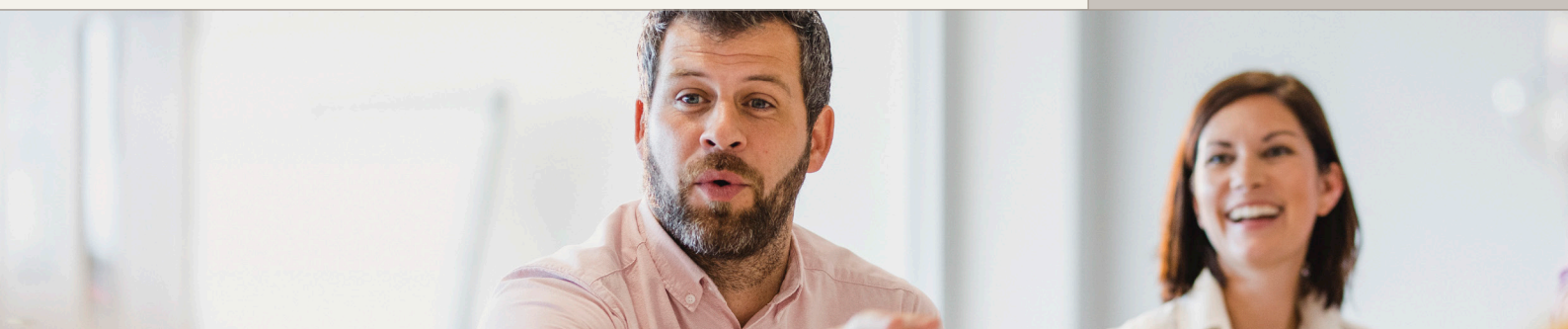
This provides accountants with an added service line, with the benefit of de-risking the likelihood of clients going to competitors or 'cold callers' who may not work on a referral or white-labelled basis.

You can earn a referral fee on any claim undertaken by Market Tax.\*

## Capital allowances can be claimed when:

Expenditure is incurred on constructing, purchasing, fitting out, refurbishing or extending a commercial property.

Buying or selling a commercial property: the value of the capital allowances must be agreed upon as part of the contract otherwise the claim will be lost.



## How do we work with you?



### STEP 1

Complimentary due diligence to confirm entitlement and scope

### STEP 2

A RICS-qualified surveyor will survey the property and carry out a detailed valuation

### STEP 3

We provide a full report to the practice ready for submission to HMRC

### STEP 4

We liaise with HMRC to ensure acceptance of the claim

### STEP 5

Aftercare – dedicated support for any subsequent questions or enquiries

# Funding

## The opportunity

Lack of funding can restrict and inhibit growth as companies operate in increasingly competitive markets. Markel Tax has a dedicated funding team that continually appraises available grants, loans, and other funds to source the most appropriate funding available for business. Typically, we secure over £15 million in grant funding for UK businesses per year. We have worked with 500+ manufacturing, technology and creative companies, which allow us to introduce experts from outside the business if needed.

## How can this benefit your clients?

Clients will have an extensive range of grant funding available to them and the success criteria for winning is often complex. Engaging with a specialist team such as Markel Tax significantly increases the chance of a successful application.

### Our specialist team:

- Secures grant funding for both established businesses and innovative 'early start' companies
- Searches out the best grant for the business to ensure successful submission
- Doesn't push businesses towards a grant that isn't suitable for them

## Typically, the grant equates to up to 100% of the project costs. Can this be beneficial for the practice?

Funding can be critical for a business – lack of funding can restrict and inhibit growth as companies continue to operate in increasingly competitive markets. By offering these funding opportunities, clients' relationships strengthen as it facilitates them to grow their businesses. We work alongside experts in R&D tax credits meaning we can ensure businesses secure grant funding in a tax-efficient manner. Further to this, Markel Tax can work on a referral or white labelled basis.

You can earn a referral fee on any grant funding secured for your client by Markel Tax.\*



## How do we work with you?



### STEP 1

Complimentary pre-qualification call to discuss projects and determine eligibility†



### STEP 2

We identify the right grant programmes



### STEP 3

We put in place an execution plan to prepare the grant application



### STEP 4

We submit the grant application for approval



### STEP 5

We provide support on contract negotiation and relieve the paperwork burden throughout the process

†as competitions open and close on a regular basis, the call should be made at the earliest possible opportunity

\*subject to Terms and Conditions

# Tax investigations

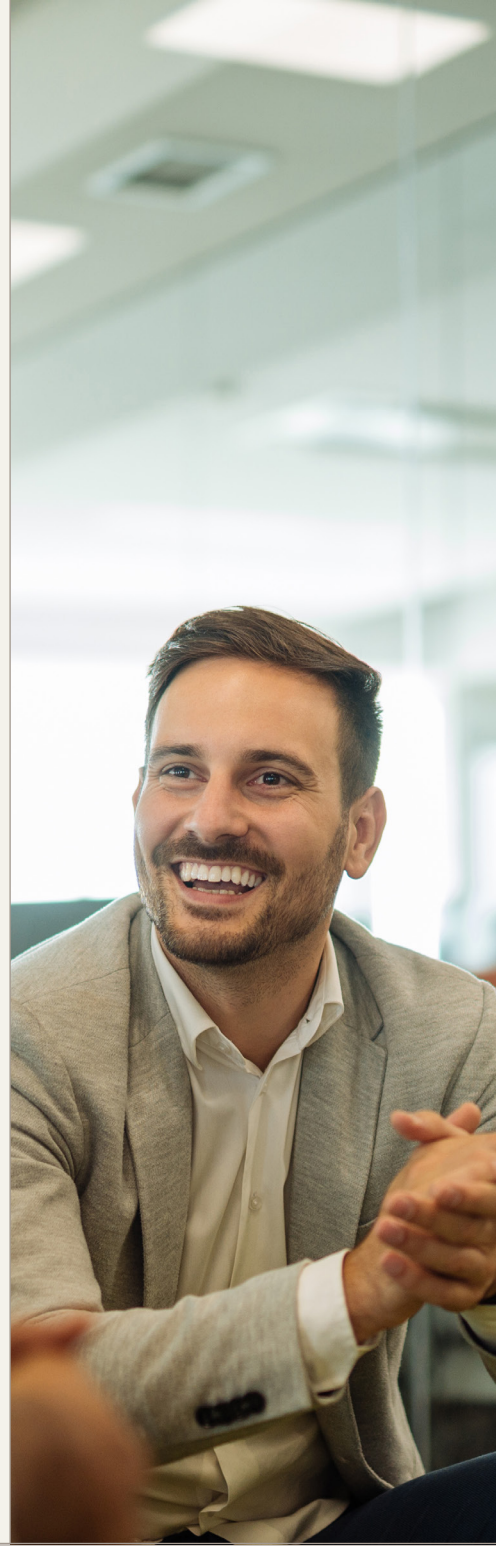
HMRC hold an unprecedented level of information on UK businesses and taxpayers and have invested heavily in compliance activity in order to collect additional tax revenues. Our team of ex HMRC inspectors has a combined experience of over 125 years and understands the inner workings of HMRC, meaning they can assist with every stage of an enquiry to mitigate the impact on those most affected.

**We are immensely experienced in a number of specialist areas of HMRC's compliance activity such as: –**

- HMRC compliance activity into individuals, partnerships and companies
- Code of Practice 9 enquiries (suspected serious tax fraud) including the Contractual Disclosure Facility (CDF)
- Code of Practice 8 enquiries such as tax planning and avoidance
- Disclosure facilities including the Worldwide Disclosure Facility (WDF), the Let Property Campaign (LPC) and any voluntary disclosures
- Alternative Dispute Resolution (ADR)
- Employer compliance activity including:
  - IR35
  - Status of workers
  - Benefits in Kind (BIK)
  - Coronavirus Job Retention Scheme (CJRS)
  - National Minimum Wage (NMW)
  - Operation of Construction Industry Scheme (CIS)

## **Specialist Code of Practice 9 (COP) assistance**

Investigations under COP9, for cases of suspected serious fraud, are one of the most serious forms of compliance activity carried out by HMRC, second only to a criminal investigation. From start to finish, we provide easy-to-understand advice on the options available when HMRC makes the offer of the CDF. We ensure the outline disclosure is complete and submitted on time and deal with all aspects of the follow-up work. We can support meetings with HMRC and prepare the detailed disclosure necessary. Our team will offer advice on making a voluntary disclosure in relation to any tax fraud committed where this is appropriate.



## **How can this benefit your clients?**

Our team deal with investigations on a day-to-day basis meaning we have constant exposure to HMRC's latest tactics and compliance activity and tried and tested methods when approaching a case.

From practical advice and support, to taking on the case, our honest and straightforward approach can help to successfully resolve HMRC tax disputes and get the best outcome for your clients.

## **How can this benefit your practice?**

Tax investigations can be stressful and demanding, not only for your clients, but for your practice, taking you away from your day-to-day business. We offer a complimentary initial discussion and assessment of the case to see how we can assist you and your client.

For any referral made which results in us formally engaging directly with your client, we will pay an introducer fee of 15% of the client fee.\*

# Contractor solutions

## The opportunity

Contracting issues, self-employed status, IR35 and CIS can cause problems if not handled correctly. With our team of specialists, Markel Tax can ensure your clients remain fully compliant. We have over 20 years' experience defending HMRC disputes, and since being the first to win IR35 at Tribunal in 2002, we have successfully defended more contractors at Tribunal on IR35 status than any other UK consultancy. We are one of the UK's leading tax consultancy providers and an 'A'-rated insurer.

## How can this benefit your clients?

We offer fully packaged end-to-end services – from a review of procedures, contracts, and working practices, to retained services offering ongoing day-to-day support and investigations, as well as offering insurance to protect against tax liability.

### Construction Industry Scheme clients

- HMRC CIS assessments
- Guidance, advice, or a second opinion for both contractors and sub-contractors
- Proactive advice to avoid and reduce potential penalties
- HMRC Enquiry defence

### IR35 for feepayers and end clients

- IR35 Compliance review of the entire supply chain and certainty of the IR35 position.
- Support in drafting an SDS
- Training and ongoing support to ensure compliance with legislative requirements
- HMRC enquiry defence
- Feepayer Protect insurance – up to £100k in fees towards the cost of defending an HMRC enquiry all the way to Tribunal, with an experienced IR35 investigations specialist to defend your case and if HMRC successfully argue IR35 applies, the policy pays the tax, National Insurance, interest, and penalties.

### Self-employed clients

- A complete review of contracts and working practices
- Draft subcontractor-specific contracts that reflect a genuine self-employed working arrangement – our contracts are 100% undefeated in HMRC disputes.
- HMRC enquiry defence
- NIC Losses/s44 Insurance – up to £100k in fees towards the cost of defending an HMRC enquiry, all the way to Tribunal, and if HMRC successfully argue the subcontractors are employees/s44 applies, the policy pays the liability for National Insurance, interest and penalties.

### IR35 for contractors

- IR35 contract reviews that consider the contractual terms and working arrangement to give a clear IR35 opinion alongside any changes required.
- HMRC enquiry defence
- Survive35 TaxSafe insurance – cover for 'outside IR35' contracts and extensions and, if HMRC subsequently reclassified your engagement as 'inside IR35', the policy pays unpaid tax and National Insurance, interest and penalties.

### Umbrella compliance

- Advice and support on setting up a compliant umbrella company
- Review of contracts and literature
- Guidance on expenses legislation
- Ongoing day-to-day advice.
- HMRC enquiry defence

### Managed service companies

- Review service for accountancy providers to identify areas of risk
- Recommendations for accountancy providers to strengthen their position against potential HMRC attacks.
- Defence for contractors in the event HMRC determine they are an MSC.

## How can this benefit your practice?

We work with a number of accountancy practices providing niche tax consultancy and insurance products to their clients. Our fees are fixed from the outset so there are no escalating charges, and we can review cases for a one-off fixed fee before full engagement. Most cases handled by us are conceded by HMRC, however, where cases do go to Tribunal, we have a proven track record with the Market Tax consultant working on the case from the outset representing you. We won the first IR35 Tribunal case *Lime IT v Justin* (2002) SpC 342 and had many successful IR35, Status and CIS Tribunal victories since. We are able to provide white-labelled solutions and/or offer our accountancy clients commission on referrals, typically up to 15%.\*



# MARKEL

## Contact us

Our friendly, client-focused team is here to help you.

If you would like further information on any of our services, we would love to hear from you.

0330 013 9964

[taxmarketinguk@markel.com](mailto:taxmarketinguk@markel.com)

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All information accurate at the time of production January 2024.

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All calls may be recorded. Your information will always be treated as private and confidential by us, our agents and suppliers for managing your insurance or service requirements. For full details on how we manage your data, please refer to our privacy policy on <https://uk.markel.com/privacy-policy>

