

**Virtual Communications Group  
Digital Services Update  
April 2023**

**Income Record Viewer**

Highlights since moving to Public Beta

- 2,106 agents have used IRV since 16 November 2022.
- 1,999 new agents have used the service - this is increasing by roughly 200 per month.
- 61,343 digital handshakes have been created
- 20,284 digital handshakes have been accepted
- Customer satisfaction is on average 62% based on 194 feedback scores
- 62% are satisfied, 31% are dissatisfied and 7% neither

Feedback

- There has been lots of positive feedback.
- Saving 15 - 20 minutes of agent time per client
- Long overdue; saves time when clients lose documents or can't remember dates
- Most worthwhile addition from HMRC - information held is excellent
- Main 'dissatisfaction' continues to be around the authorisation process

**Liabilities & Payment Viewer**

We let you know recently that HMRC might have issued generic notifications about late payment when a Direct Debit was in fact already in place.

Since 23 March we have stopped issuing these messages where a Direct Debit is in place.

We will continue to issue them, however, for any other late payments.