


Agent Services Emails Update Release

February 2021

New email to warn agents of expiring authorisation requests
and update to email notifying agents of expiration

New email - authorisation request about to expire in 5 days

 GOV.UK

 HM Revenue & Customs

The authorisation request[s] you sent to your client[s] will expire on [date]

Dear [agent's name]

[x]/[An] authorisation request[s] you created on [date request created] will expire on [date of expiry].

What you can do next

If you still want your client[s] to authorise you, remind them to select the link you sent them. Selecting this link takes them through the authorisation process.

To track or cancel your authorisation request[s], sign in to your agent services account and follow the links to 'track your recent authorisation requests'.

Do not reply to this email – it is an automatic message from an unmonitored account.

From the HMRC agent services team.

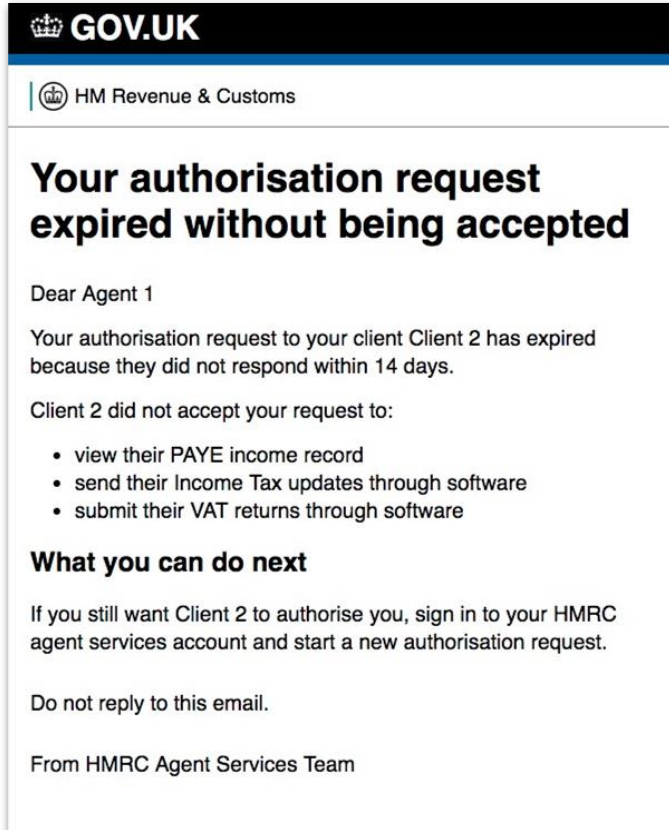
Scenario - an agent has one or more authorisation requests for one or multiple clients that have not been responded to and will expire in 5 days

Outcome - one email is sent, warning the agent that they have authorisation requests about to expire in 5 days and to log in to their agent services account to check if they want to take action. Only one of these emails is ever sent per day

[square brackets] show dynamic content that changes based on the scenario

Updated email - authorisation request has expired

Prior to update:



GOV.UK

HM Revenue & Customs

Your authorisation request expired without being accepted

Dear Agent 1

Your authorisation request to your client Client 2 has expired because they did not respond within 14 days.

Client 2 did not accept your request to:

- view their PAYE income record
- send their Income Tax updates through software
- submit their VAT returns through software

What you can do next

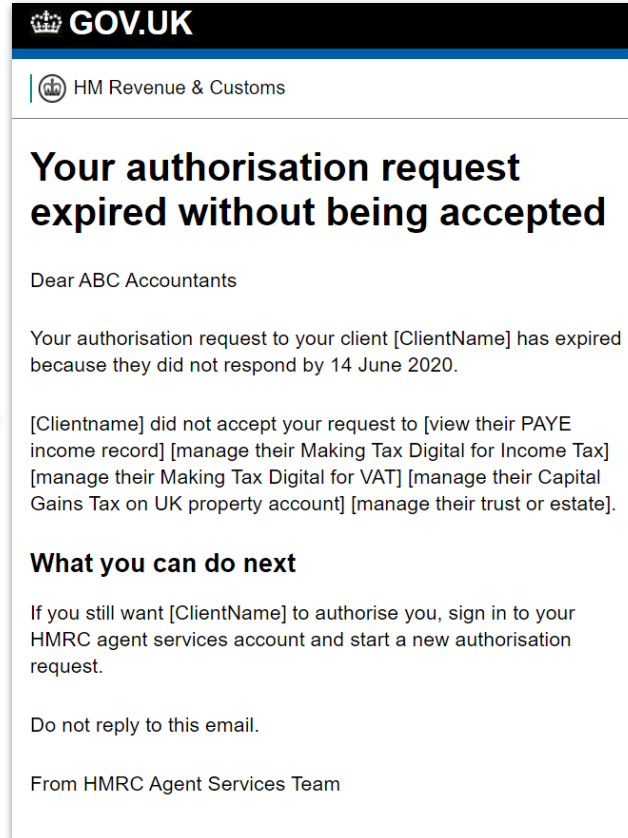
If you still want Client 2 to authorise you, sign in to your HMRC agent services account and start a new authorisation request.

Do not reply to this email.

From HMRC Agent Services Team



After update:



GOV.UK

HM Revenue & Customs

Your authorisation request expired without being accepted

Dear ABC Accountants

Your authorisation request to your client [ClientName] has expired because they did not respond by 14 June 2020.

[Clientname] did not accept your request to [view their PAYE income record] [manage their Making Tax Digital for Income Tax] [manage their Making Tax Digital for VAT] [manage their Capital Gains Tax on UK property account] [manage their trust or estate].

What you can do next

If you still want [ClientName] to authorise you, sign in to your HMRC agent services account and start a new authorisation request.

Do not reply to this email.

From HMRC Agent Services Team

Scenario - an agents authorisation request for a client has expired after the 21 day period

Outcome - the agent receives one email for each authorisation request that has expired on the day it expired. One email per client and per service

[square brackets] show dynamic content that changes based on the scenario