

UK National Payments Plan Consultation

HMRC, having extensive involvement in payments systems both as recipients and makers of payments, welcomed involvement with the Payments Council in the development of the consultation document as a participant in the Large Corporates' Forum.

HMRC welcomes the overall direction of the National Payments Plan – indeed it is consistent with HMRC's internal strategy on payments. HMRC is committed to making it as easy as possible for our customers (taxpayers, claimants and others) to meet their commitments. We aim to improve the experience of customers when transacting with HMRC and focus on the needs, behaviours and motives of our customers – these aims are reflected in the National Payment Plan.

HMRC is particularly interested in improving and developing electronic methods of payment to offer customers systems which incorporate ease of use, low maintenance, speed, security, low cost and control of value and timing. HMRC is in the process of implementing a National Direct Debit system to provide additional online access for our customers to this payment method – this contributes to our work in relation to the recommendations of Lord Carter's Review of HMRC's online systems which extend the mandate of electronic payments (published in March 2006) and to other aspects of our strategic developments.

HMRC would welcome working with the Council to identify actions to improve reference information on electronic payment data which, as a Large Corporate, is of concern to HMRC.

We would be willing to meet with representatives of the Payments Council to discuss aspects of the National Payments Plan in further detail, perhaps once the general tenor of response has been assessed.