



UK Health
Security
Agency

Rt Hon Dame Meg Hillier MP
Chair, Public Accounts Committee
House of Commons
London
SW1A 9NA

14 November 2022

Dear Chair

Quarterly update on MQS Chargebacks and Hardships

I would like to apologise to you and to the Committee for the delay in sending an update on the Managed Quarantine Service (MQS), which includes the questions raised in TM16. UKHSA is actively working with DHSC colleagues to present advice to Ministers on the future handling of both hardship and charge back debts as soon as possible.

UKHSA will be able to provide a complete update to the Committee once Ministers have reviewed that advice.

Yours sincerely

Prof. Dame Jennifer Harries DBE
Chief Executive, UK Health Security Agency