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HMRC internal manual

Complaints and Remedy Guidance

From: **HM Revenue & Customs**
(/government/organisations/hm-revenue-customs)

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CRG5450 - Financial redress: Insurance

Some customers will have insurance covering them for agent's fees should their returns be selected for enquiry. Some firms of accountants have arrangements so that all their clients are covered. Take this into account when considering any claim. Clearly, where fees are fully covered by insurance there is no loss to consider.

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