



**HM Revenue
& Customs**

**Dave Hartnett CB
Permanent Secretary for Tax**

100 Parliament Street
SW1A 2BQ

Tel

Fax

Date

4th November 2011

**STATEMENT ON BEHALF OF HM REVENUE AND CUSTOMS TO THE
LEVESON INQUIRY INTO THE CULTURE, ETHICS AND PRACTICES OF THE
PRESS**

PURSUANT TO A REQUEST DATED 27TH SEPTEMBER 2011

ANNEX B

STRICTLY CONFIDENTIAL

**THE MATERIAL CONTAINED
HEREIN IS NOT TO BE FURTHER
DISCLOSED WITHOUT THE
CONSENT OF HM REVENUE AND
CUSTOMS**

Bogus Call Analysis Report

This report is a summary of the suspected bogus call activity received for the period March 2007 to March 2011

Facts & Figures

01/04/07 – 31/03/2008 a total of **4577** reports were received

Caller purporting to be

• Customer	3898	=	86%
• Agent (64-8)	113	=	2%
• Employer	25	=	1%
• Other 3 rd party	336	=	7%
• Other HMRC office	205	=	4%

Information sought**Key identifiers**

• Address	167	=	3%
• Bank details	105	=	2%
• NINO/UTR	95	=	2%
• DOB	37	=	1%
• Employer details	138	=	2%
• Repayment details	194	=	4%

Other - not specified

• Other –	3841	=	86%
-----------	------	---	-----

For example:

- Office reference number
- Management unit
- Access to IT systems

Number of cases where repeated attempts made

- 2 attempts made per case = 4
- 3 attempts made per case = 0
- 4 attempts made per case = 0

Calls Handled/Bogus Call Reports Received

- In percentage terms, less than 0.007% of calls handled for 2007/2008 are reported as suspected bogus calls.
- 60,million calls received with 4606 bogus caller reports received

XXXXXXXXXXXXXXXXXXXXX

01/04/2008 – 31/03/2009 a total of **1857** reports were received

Caller purporting to be

- Customer 1613 = 88%
- Agent (64-8) 53 = 2%
- Employer 4 = 1%
- Other 3rd party 83 = 4%
- Other HMRC office 104 = 5%

Information sought

Key identifiers

- Address 67 = 3%
- Bank details 42 = 2%
- NINO/UTR 58 = 3%
- DOB 15 = 1%
- Employer details 40 = 2%
- Repayment details 94 = 5%

Other - not specified

- Other – 1541 = 84%

For example:

- Office reference number
- Management unit
- Access to IT systems

Number of cases where repeated attempts made

- 2 attempts made per case = 83
- 3 attempts made per case = 8
- 4 attempts made per case = 0

Calls Handled/Bogus Call Reports Received

- In percentage terms, less than 0.00003% of calls handled for 2008/2009 are reported as suspected bogus calls.
- 59,million calls received with 1854 bogus caller reports received

xxxxxxxxxxxxxxxxxxxxxxxx

01/04/2009 – 04/03/2010 a total of **2157** reports were received (see note below)

Caller purporting to be

- Customer 1975 = 92%
- Agent (64-8) 28 = 1%
- Employer 3 = 1%
- Other 3rd party 79 = 3%
- Other HMRC office 72 = 3%

Information sought

Key identifiers

- Address 63 = 2%
- Bank details 66 = 3%
- NINO/UTR 32 = 1%
- DOB 16 = 1%
- Employer details 38 = 2%
- Repayment details 78 = 4%

Other - not specified

- Other – not specified 1864 = 87%

For example:

- Office reference number
- Management unit
- Access to IT systems

Number of cases where repeated attempts made

- 2 attempts made per case = 83
- 3 attempts made per case = 8
- 4 attempts made per case = 0

Calls Handled/Bogus Call Reports Received

- In percentage terms, less than approximately 0.00003% of calls handled for 2009/2010 are reported as suspected bogus calls.

HMRC Response to the Leveson Enquiry
 "Bogus Caller" Statistics

ANNEX B

- 60,million calls were received in the year 2009/10, with 2131 bogus caller reports received in the period 01/04/2009 to 04/03/2010

Note : Unfortunately due to an IT error, the data relating to the number of bogus caller attempts made for the period 5th March 2010 to 4th¹ October 2010 is currently unavailable.

XXXXXXXXXXXXXXXXXXXX

04/10/2010 – 31/03/2011 a total of **359** reports were received

Caller purporting to be

- Customer 293 = 82%
- Agent (64-8) 13 = 4%
- Employer 0 = 0%
- Other 3rd party 34 = 9%
- Other HMRC office 19 = 5%

Information sought

Key identifiers

- Address 11 = 3%
- Bank details 14 = 4%
- NINO/UTR 11 = 3%
- DOB 1 = 0.002%
- Employer details 10 = 3%
- Repayment details 21 = 6%

Other - not specified

- Other – not specified 291 = 81%

For example:

- Office reference number
- Management unit
- Access to IT systems

Number of cases where repeated attempts made

HMRC Response to the Leveson Enquiry
"Bogus Caller" Statistics

ANNEX B

- 2 attempts made per case = 15
- 3 attempts made per case = 1
- 4 attempts made per case = 0

Note : Unfortunately due to an IT error, the data relating to the number of bogus caller attempts made for the period 5th March 2010 to 4th October 2010 is currently unavailable.

XXXXXXXXXXXXXXXXXXXXXXXXXXXX