



HM Revenue  
& Customs



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### Research to understand the impact of the HMRC Coronavirus Job Retention Scheme

Dear Stacy Lunnon,

I am writing to ask for your help with an important study. HM Revenue & Customs (HMRC) has asked Ipsos MORI, an independent research organisation, to conduct a survey among employers to understand the impact of the Coronavirus (COVID-19) pandemic and their use of the Coronavirus Job Retention Scheme (sometimes referred to as the 'Furlough scheme'). We are keen to speak to you or someone in your organisation responsible for finances and staffing.

Your responses will improve HMRC's understanding of how effective the scheme has been, and the ways in which HMRC can continue to improve the quality of support it provides to employers.

An Ipsos MORI interviewer may call to invite you to take part in a **20-minute telephone interview** between November and January. The interview can be arranged to take place at a time that suits you.

The information you provide for this study will be used for research purposes only. You will not be asked for details of your personal or organisational tax affairs. All your answers will be kept **completely confidential**. Participation is voluntary and you can withdraw from the research at any point. If you have any queries or do not wish to be contacted about this research, please email Darragh McHenry at: [UK-PA-HMRC@ipsos-mori.com](mailto:UK-PA-HMRC@ipsos-mori.com) or call 0800 1822139. Please remember to give your name and the reference number at the top of this letter.

HMRC uses information it holds to invite customers to participate in research, to improve and develop our services. Your contact details have been randomly selected from information HMRC holds about you as an employer and from a database of businesses held by the Office of National Statistics. For more information on this, and how we protect data we hold about you, please see HMRC's research webpage ([www.gov.uk/government/organisations/hm-revenue-customs/about/research#how-hmrc-may-use-information-we-hold-about-you-to-conduct-research](http://www.gov.uk/government/organisations/hm-revenue-customs/about/research#how-hmrc-may-use-information-we-hold-about-you-to-conduct-research)).

If you would like to verify the authenticity of this research, please email [researchteam@hmrc.gov.uk](mailto:researchteam@hmrc.gov.uk) or type "HMRC genuine research" into an online search engine like Google.

Thank you in advance for assisting with this research.

Yours sincerely,

*Sonya Courtney*

Sonya Courtney  
Principal Researcher, HM Revenue & Customs

*Rebecca Klahr*

Rebecca Klahr  
Project Director, Ipsos MORI