

Stamp Duty – Note on repayments

We said we would keep you updated you on the temporary Stamp Duty repayments process which we're putting in place for the Coronavirus (COVID-19) pandemic.

Information on the repayments process is provided below and will only apply to Stamp Duty on shares and pre-December 2003 land transactions.

Stamp Duty repayments

The main requests for Stamp Duty refunds under the temporary process will be when:

- **there's an overpayment when a transaction is first notified to HMRC**
In these cases, we will either determine the overpayment when the email notification is reviewed, or the overpayment will be brought to our attention in the transaction notification email. We will provide a letter confirming the transaction and deal with the repayment separately.
- **A customer paid Stamp Duty they thought was correct but then realised they paid too much**
The customer will need to email us (stampdutymailbox@hmrc.gov.uk) and include an electronic copy of their Instrument of Transfer along with the names of the parties involved and the reason for the repayment claim. They should include the words 'repayment' or 'refund' in the email subject so we can easily identify these claims.

Repayments

HMRC will only be able to process repayments electronically – we cannot issue a cheque. For the safety and security of our customers, once the repayment amount has been checked we will ask the customer to use Dropbox to provide their bank account details.

Bank account details must not be emailed to us – we cannot process any repayments where the bank account details are provided in an email.

Dropbox

Dropbox is a safe and secure tool that has been approved by HMRC's Data Security team.

Customers that agree to use Dropbox will be sent a secure weblink by email so they can upload their bank account details. The link will only be valid for 48 hours. If it expires before the details are uploaded then we will need to provide a new secure link. Only the customer and designated HMRC Officers will be able to access the Dropbox link. Customers will not need to download any additional software or computer programs to use this tool.

Bank account details should be provided in a PDF document which include the bank:

- account name
- account number
- sort code

Once we have valid bank account details, we will be able to process the repayment. In the majority of cases the repayment will be by Faster Payment and we will email customers once the repayment has been authorised so they know when they will receive the payment.

Stamping documents

For any repayment cases dealt with by HMRC under the temporary process, we request that the Instrument of Transfer is physically resubmitted to us once we are able to stamp documents again. This will allow any Instrument of Transfer to be stamped in accordance with the repayment given.

If a repayment claim has previously been posted to the Birmingham Stamp Office but was not processed before the temporary procedures were put in place then the claim can be resubmitted to HMRC electronically. If the claim is not resubmitted electronically, the repayment will not be processed until the temporary measures end.

Stamp Duty Reserve Tax (SDRT)

As with Stamp Duty repayments, there are a number of financial propriety and security considerations we must take into account when putting a temporary process in place for SDRT repayments. We are working hard to put a temporary process in place and are making good progress. We will be provide more information on this as soon as possible.