



Date 03 July 2025

CRYSTAL HR AND PAYROLL  
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Dear Customer

A technical issue between 25 May 2025 and 11 June 2025 means we didn't correctly transmit some updated employee tax codes (P6 notices) to some employers.

We've identified your business as one of those affected.

We're sorry for the extra work this may have created for your payroll and HR teams, and for any concern among employees who may have noticed discrepancies in their June 2025 pay.

### What you need to know

We can confirm:

- we've now fixed the system issue
- the affected tax codes are now available for you to download.

### What you need to do

Please:

- apply the new tax codes in your next regular payroll run
- reassure your employees that in most cases any overpayments will be automatically corrected in their next pay.

For a few of your employees, the use of the new code next time you pay them won't fully correct the position. We'll check where this happens and then correct it by providing a new code either during, or at the end of the tax year.

You don't need to:

- make any manual adjustments or do any backdating – the system will automatically reconcile any discrepancies, where possible
- contact us about this issue
- make special arrangements for affected employees
- complete any additional reporting.

If your employees' ask about this, please:

- reassure them we are resolving the situation, and they don't need to contact us
- tell them they can check their current tax code through the HMRC app or their online tax account for extra reassurance
- let them know they may be eligible for financial redress under our complaints policy if they are experiencing genuine financial hardship as a direct result of this.

For more information go to GOV.UK and search 'complain about HMRC'.

We will prioritise requests relating to this technical issue.