ZEDRA

TRUST REGISTRATION SERVICE (FOR ADVISERS)

Updating your client's trusts

This document is intended to inform advisers who have clients that have used the ZEDRA trust registration service as to how we can support your client's requirement to update their trust.

What are the requirements?
Trustees have a duty to keep trust registration records up to date and accurate. A failure to do so can potentially lead to HMRC penalties. Regulated third parties such as bond providers or investment managers also have a duty to check trust registration records are up to date and accurate and if they find a discrepancy this can potentially cause delays in those third parties taking instructions.

There are three common types of change trustees might need to make to the trust register:

1) Structural changes such as appointing a new trustee, adding a beneficiary or closing a trust.
2) Incidental changes such as a change of address or country of residence.
3) Imposed changes where HMRC change the questions on the trust register. An example was the addition of new mental capacity questions in July 2021 that impacted on a large number of already registered taxable trusts.

In addition trustees are also required for taxable trusts only to make an annual declaration using the trust register to confirm all details on the register are correct and up to date. This will include answering any new "imposed changes" questions.

The issue

The intention for the ZEDRA trust registration service is that clients would have had two options for updating their trusts. We expected the majority of clients to ask us to process any changes they required and then for a small number to make use of the provided Government Gateway ID to make their own changes.
HMRC switched to a two step verification process for their Government Gateway IDs. This consisted of a password and a verification code being sent to a phone number (by call or text or app). The webpage for the Government Gateway login has always advised that you can change your access method for your verification code by calling HMRC. However, HMRC will currently not change the phone number used to obtain the verification code, which prevents the use of the provided Government Gateway ID.

What we are doing to support you and your client

We have priced update work at £125 + VAT for 1 hours work for a minimum of 1 hour billable, this should cover most updates. Where a client has multiple trusts, these can be aggregated together.
You will find the process is along the same lines as for the initial registration. So, you can access an update option by accessing the QB website https://www.trusteeregistrationservice.com/ and clicking on the option "update my trust".
This will ask you to link together any trusts that need to be updated and will help with aggregation of fees. It will then simply ask you for the data that needs to be changed. The process then follows the same protocol as for a new registration:

1) An auto response is produced (sent to you) with a PDF of the data that has changed, a link to make edits, a link to sign the contract revision and our invoicing information, which you then forward to the client.
2) The client checks the data, signs the contract, and pays the fee. Or you can pay the fee on behalf of the client.
3) ZEDRA countersign the contract, make the updates on the register, and email a revised copy of the data report to you.
4) ZEDRA then write to the client with a copy of the revised contract and data report.

There is some scope where a group of your clients are all making the same update together that these could also be aggregated together, but that would involve you paying the fees on behalf of the clients and dividing the cost between the clients.

If a Trustee wants to do their own updates

This is still possible. A phone call to HMRC on 0300 1231072 can request they "de-link" a Government Gateway ID from a trust registration. This leaves the trust registration record intact but open to be "claimed".
Your client as the lead trustee would then need to claim the trust registration using the web portal. We can provide a copy of HMRC's guide called "Claim a trust instructions V1.3" which details the thirteen steps to take and also a few extra pages of screenshots we have taken which we think makes the HMRC guide easier to follow. If you email trustenquiries@hmrc.gov.uk they will provide the most up to date guide.

Using another trust registration agent

This is straight forward. A trust registration agent will have an agent account and they can send an invitation (web link) to accept them as agent. ZEDRA can accept that invitation on behalf of your client as the lead trustee and this will then allow the trust registration agent to access the trust register record whenever they need to with no further interaction with the original Government Gateway ID required.