

Broadcast

FACTSHEET: HMRC RESOURCE SHORTAGE

SPECIAL ISSUE

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HMRC is planning to close its self-assessment tax helpline for three months over the summer to focus call centre resources on dealing with other problem calls.

All calls to the helpline on 0300 200 3310 will be redirected to digital services over the period to give HMRC time to deal with other more urgent phone enquiries.

The helpline will be closed for three months from Monday 12 June until Monday 4 September, so customers can receive expert support in the 5 months running up to the SA deadline on 31 January 2024.

This will free up 350 advisers (full-time equivalent) to take urgent calls on other lines and answer customer correspondence. If focused on urgent calls, these advisers will answer around 6,600 each day, ensuring more customers who really need to speak to an adviser can do so.

During this time HMRC said it will 'trial directing self-assessment queries from the helpline to the department's digital services, including its online guidance, digital assistant and webchat'.

HMRC will increase the number of advisers available on webchat, the online service helpline and the extra support team helpline.

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Angela MacDonald, Deputy CEO and Second Permanent Secretary at HMRC, said: 'We continually review our services to see how they can best serve the public and we are taking steps to improve them.'

The SA helpline receives far fewer calls over the summer, with calls around 50% higher between January and April compared with June to August.

Around two-thirds of all SA calls can be resolved by customers themselves online while HMRC will increase the advisers available on webchat, the Online Service Helpline and the Extra Support Team Helpline.

HMRC will continue to transform its online services, increasing their capabilities and ease of use so they become the default option for the vast majority of customers.

We are experienced in self-assessment matters and dealing with HMRC. Please [contact us](#) if you have any queries.

We can help

If you have any questions in relation to this Broadcast, please call us on **01753 888 211** or email **info@nhllp.com**