



## We've introduced a mailbox for case queries

As part of HMRC's work to improve the customer journey for Insolvency Practitioners (IPs), we've introduced a dedicated mailbox for insolvency related cases. Please note this is only to be used when IPs have been unable to obtain a response when using the normal channels despite repeated attempts.

## Escalation route for case queries

Since Q2 of 2020, we've seen a significant increase in case queries concerning VAT returns and tax clearances. We know that some issues have been due to a combination of a failure of IT systems and the redeployment of HMRC colleagues to pandemic support work. The impact on HMRC has been significant.

To help you, we're working to improve communications between HMRC and the profession, whilst also considering internal and external needs. So, we are improving our processes to ensure reported issues/concerns are dealt with correctly, when the usual channels are proving challenging.

One of the steps is to provide a point of contact within the HMRC Customer Services Insolvency team as an escalation route for case queries. This will help us to continue to provide quality service to

Insolvency Practitioners and their colleagues and in this regard, we kindly ask you to choose one of the following options:

## What we need you to do

The mailbox is now live. Any case queries should be e-mailed to [insolcustservices@hmrc.gov.uk](mailto:insolcustservices@hmrc.gov.uk) following the instructions below, and the contact form attached to this email.

### Option 1 – New referrals

- Complete the attached contact form for each individual case.
- Please use the subject heading – '*Insolvency Case – Name of Insolvency Case*' (e.g. Insolvency Case - Joe Bloggs - IVA)
- Email - [InsolCustServices@hmrc.gov.uk](mailto:InsolCustServices@hmrc.gov.uk) with your completed contact form

### Option 2 - Progress chase

If you have not had a response from your original referral within 15 working days, please:

- Resend the contact form for each individual case
- Include any further information you may have to date
- Use the subject heading – *'Insolvency Case – Name of Insolvency Case – Progress-Chase'*  
(e.g. Insolvency Case – Joe Bloggs – IVA – Progress Chase)
- Email - [InsolCustServices@hmrc.gov.uk](mailto:InsolCustServices@hmrc.gov.uk) with your completed contact form

If you have any questions about this guidance, please direct them to R3 or your representative group who will take them forward with HMRC.