



## Insolvency Customer Services mailbox

Since our last communication on 10 January 2022, we've seen a significant increase in case queries. We know that some issues are now resolved, and we are continuing to make progress.

Please only use the Insolvency Customer Services (InsolCustServices) mailbox when you have been unable to obtain a response despite repeated attempts.

We have had occasions when HMRC colleagues have been working through your queries, particularly in MVL cases where there are outstanding returns and you have requested tax clearance. Prior to contacting InsolCustServices, please ensure any relevant returns have been submitted.

You may not always receive a direct response from InsolCustServices as we escalate your cases to the relevant

business area. You are more likely to receive a response directly from them.

Our team are working hard to ensure responses are provided as soon as possible but, due to the high volume of case enquiries received, there are delays to response times. We are working hard to put this right. Please try to avoid emailing us again unless it is regarding a new query as this may cause further delays.

Until you have fully completed and attached the contact form, we will be unable to progress your query. To enable us to digitally transfer this information, please avoid handwriting or scanning this form.

### Here's what we are unable to deal with:

- **Complaints** - HMRC's published complaints procedure on Gov.Uk must be followed.
- **Emails detailing a response to letters received by HMRC** - letters must be sent via the normal channels

- **Emails requesting reissuing of letters** - E.g., clearance letters.
- **Emails copying in multiple additional mailboxes** - duplication of work
- **Emails chasing any refunds/repayments** - please note, we will progress cases we have on hand currently, but **from 5 May 2022, we will no longer be able to deal with these.**