

## UPDATE Mailbox for VAT Deregistration confirmation

We have been trialling a dedicated mailbox for Insolvency Practitioners (IPs) to request VAT deregistration confirmation. The mailbox was strictly for use when IPs have been unable to obtain a response through the normal channels.

In line with our HMRC charter values of Making Things Easy and Being Responsive, we launched a feedback survey to gain valuable insight into how the trial is supporting the IP or not. “The Deregistration Mailbox Survey” revealed overwhelming support for the trial to continue for the future.

The trial is due to end on the 30<sup>th</sup> of May 2023, however, based on the survey feedback, we have decided to commit to the mailbox service for the foreseeable future.

We continue to support the IP Sector with continuous improvement and will continually drive for better and more digital solutions.

## How has the Trial Progressed?

The trial has been running for 5 months and to date over 500 IPs have used the mailbox. We started the trial as a short-term fix in response to listening to your difficulties in getting through to the VAT

deregistration telephone lines. The Deregistration Survey informed us, the mailbox service is supporting you the IP, to reduce repeat calls into HMRC, reduce costs, close cases quicker and save time, and this has led to the service being maintained.

## Help us Help you.

To continue to meet our commitment of 15 **working** days service level agreement, we would ask you to be mindful of the following rules:

- the VAT 7 **MUST** have been submitted more than 40 days ago
- the mailbox is purely for requesting a deregistration date. Any secondary queries will result in the email been unanswered and deleted; this is to ensure the team can process the high volumes of requests within the service level agreement.
- The contact form cannot be scanned as the system will not read the data.
- In the email subject header box write – **Insolvency Dereg Date Request**
- **DO NOT** progress chase with the Insolvency Customer service team before 15 **working** days have passed.
- **Exclusion** cases which include a VAT Group may incur additional time frames outside of 15 **working** days

## Further Questions.

Please contact R3 or your representative group who will contact HMRC.