

# Contacting HMRC

## Overview

There are multitudes of ways that an Agent or client can contact HMRC.

In some cases there is only one prescribed way, restricting access through help lines.

The following is a list of some of the Help lines, but it is not exhaustive.

### [Inland Revenue Contacts](#)

When contacting by telephone a reference of the call is always made, always make a note of the reference in case clarification is required at a later date.

When an issue is important or unusual, contact via letter has been the traditional route for HMRC.

Recently enquiry email addresses have been issued and letters and emails can be sent, as well as faxed to a local centre for clarification and for rulings on VAT issues.

The local enquiry email address can be found by ringing the National Advice Line.

For tax and PAYE enquiries the best point of contact is still the individual's tax office or the PAYE office.