



HM Revenue
& Customs

Insolvency Guidance

19 June 2024

VAT Insolvency Only Mailbox

What you need to know

We have been asked to issue a reminder that the VAT Insolvency Only mailbox (vatinsolvencyonly@hmrc.gov.uk) is automated. You **must** use only one of the following options below as your email subject header: -

- **Repayments**
- **Claim** (new/amended claim requests/queries)
- **Complaint**
- **Dividends**
- **VAT group**
- **Misc** (please only use when the query doesn't fit any other option)

Please do not use any other characters (e.g. dates, numerical, hyphens).

We are working hard to ensure responses are provided as quickly as possible. Further delays will be avoided if you can help us by ensuring that email subject headers are used correctly and by sending one email per query with no follow-up emails or progress chasers.

What we need you to do

Please continue to use this process going forward and ensure the correct details are used to enable us to deal with your correspondence as quickly as possible.

Further questions

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