



HM Revenue
& Customs

Insolvency Guidance

2 November 2021

We're introducing a dedicated Account Manager for insolvency related Customs queries

As part of HMRC's work to improve the customer journey for Insolvency Practitioners (IPs), we're introducing a dedicated Account Manager for insolvency related Customs queries.

The Account Manager will:

- resolve current issues and manage them through to completion
- give customs advice for complex processes and authorisations
- provide an escalation route for unexpected issues, through a dedicated mailbox
- call IPs to communicate updates and discuss any issues
- escalate issues and work to fill any gaps in guidance
- provide advice in advance of any future changes
- be the route for escalating Customs related complaints
- intervene when IPs are experiencing difficulties with their normal contact routes into Customs operational teams.

What we need you to do

Queries should be e-mailed to Phil Taylor at customsclientsupport@hmrc.gov.uk. The e-mail should include INSOLVENCY in the header.

The mailbox will launch from Monday, 15 November 2021.

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