



HM Revenue
& Customs

Insolvency Guidance

12 January 2023

New mailbox for VAT deregistration confirmation

We are trialling a dedicated mailbox for Insolvency Practitioners (IPs) to request VAT deregistration confirmation. This is only to be used when IPs have been unable to obtain a response through the normal channels.

The trial started 9 January 2023 and will run until 9 April 2023.

It's part of HMRC's work to improve the IP customer journey - in line with HMRC's Charter value of Making Things Easy.

Escalation route for case queries

We have seen a significant increase in VAT deregistration case queries, and we know that some of you are having difficulty accessing the VAT deregistration telephone lines. Whilst we are working to fix this, we know that many of you are frustrated when simply looking for a deregistration date.

To help you, we've set up a direct IP deregistration mailbox, to request confirmation of deregistration dates.

Please only use the mailbox;

- When the VAT 7 was submitted more than 40 days ago.
- To request a deregistration date. All secondary questions will be unanswered and deleted so that we can prioritise and quickly deal with providing deregistration confirmation.

The HMRC **Deregistration Contact form** must be fully completed with all information.

Please ensure you use the Deregistration Contact form and not the Cust Insol Mailbox contact form for escalations, as they require different details.

The contact form cannot be scanned as the system will not read the data.

In the email subject box write – **Insolvency Dereg. Date Request**

What we need you to do

Contact forms should be e-mailed to vatdereg reinstatements@hmrc.gov.uk following the instructions below.

Step 1– email contact form

- Complete the attached Dereg. contact form for each individual case.
- Use the email subject heading – ‘**Insolvency Dereg. Date Request**’.
- Send the email to vatdereg reinstatements@hmrc.gov.uk attaching your completed contact form.

Step 2 – if you need to chase progress

If you have not had a response from your original referral within 15 working days, please escalate to InsolCustServices@hmrc.gov.uk

The mailbox will be live until 9 April 2023. As this is a trial, we could make further changes.

Further questions

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