



HM Revenue  
& Customs

# Introducing a new way to get help from us

HM Revenue & Customs (HMRC) is introducing a new way to support people who need extra help to get their taxes, tax credits and child benefit entitlements right.

From the end of June 2014, HMRC's Enquiry Centres will be replaced by a new service offering specialist help over the phone for those who need it, supported by a mobile team of face-to-face advisers. This service will be accessed through our normal phone lines.

## Getting help after 30 June 2014

After this date you should call our usual phone lines to get assistance - the numbers are on the back of this leaflet.

We know that some of our customers may find it difficult to use the phone, so we are introducing different ways to get in touch. If you have a speech impairment, are deaf or hard of hearing you can contact HMRC by text relay or by textphone. If you can't use these services and think you may need a face-to-face meeting, you can make an appointment to see us through our website. Visit the address below to find out more.

## More information

To find out more about the new service and how to access HMRC services go to [www.hmrc.gov.uk/extrahelp](http://www.hmrc.gov.uk/extrahelp)



Contact HMRC

## Tax

**0300 200 3300**

**0300 200 3319** (Textphone for customers who are deaf or hearing or speech impaired)

Please have your National Insurance number with you when you phone

## Tax Credits

**0345 300 3900**

**0345 300 3909** (Textphone for customers who are deaf or hearing or speech impaired)

Please have your National Insurance number with you when you phone

## Self Assessment

**0300 200 3310**

**0300 200 3319** (Textphone for customers who are deaf or hearing or speech impaired)

Please have your unique Taxpayer reference number with you when you phone

## Child Benefit

**0300 200 3100**

**0300 200 3103** (Textphone for customers who are deaf or hearing or speech impaired)

Please have your National Insurance number with you when you phone

For details of our other helplines go to

[www.hmrc.gov.uk/contactus](http://www.hmrc.gov.uk/contactus)