



## Contact Centres Head Office

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**Date** 30 July 2009  
**Our ref** 1805/09  
**Your ref**

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

Dear John

Thanks you for your request of 3 July 2009, made under the Freedom of Information Act 2000. You asked:

“You quote 0845 numbers as alternatives for self Assessment / PAYE and for Self Assessment debit card payments which does not satisfy my original query.

Can you therefore please let me know the geographic numbers for both the SA / PAYE and the SA card payments for Cumbernauld AO and for Shipley AO”

HMRC has now completed its search for the information and the answer is below.

The geographical number for the Self Assessment/PAYE DMB 0845 366 7816 telephone number is 01506 476 066.

The geographical number for the Self Assessment card payments 0845 305 1000 telephone number is 01726 209 025.

It may be helpful if I explain that HMRC centrally managed contact centres use 0845 numbers. These ensure accurate routing of the customer's call to the contact centre best able to handle them at the time of each respective call. Using this facility allows us to manage call queue lengths, reduce call waiting times and offer the best available service during our extended opening hours. We cannot guarantee such accuracy if any other number, for example a geographic number, is used. Furthermore, the customer would lose the benefit of their call being directed to the next available adviser in the Contact Centre network and as such may be held in a queue unnecessarily.

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If you are not happy with this reply you may request a review by writing to HMRC FOI Team, Room 4/52, 100 Parliament Street London SW1A 2BQ. You must request a review within 2 months of the date of this letter. It would assist our review if you set out which aspects of the reply concern you and why you are dissatisfied.

If you are not content with the outcome of an internal review, you may apply directly to the Information Commissioner for a decision. The Information Commissioner will not usually consider a case unless you have exhausted the internal review procedure provided by HMRC. He can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

**Andy Hopkins**  
Freedom of Information Officer