



HM Revenue
& Customs

Counter-Avoidance

Policy and Technical
3E/13, 3rd Floor
100 Parliament Street,
LONDON
SW1A 2BQ

Chris Robinson

Tel

request-297700-83dcf88f@whatdotheyknow.com

www.gov.uk

Date 16 November 2015

Our Ref FOI 3004-15

Your Ref

Dear Mr Robinson

Freedom of Information Act 2000 (FOIA)

I am writing regarding your request for information dated 21 October 2015. In your request you asked for the following information about Accelerated Payments you asked us to ***clarify whether HM Revenue and Customs (HMRC) have a “phone only” policy for the teams undertaking this work and what our policy is with regard to providing contact fax numbers on Accelerated Payment notices (APNs).***

Where ever possible, HMRC Counter-Avoidance accelerated payment teams aim to resolve queries by telephone. Written confirmation of the advice given is provided at the customer’s request.

To ensure data security fax numbers are not included on APNs. Customer’s who wish to fax documentation can call the phone number on the APN and ask for a fax number. Arrangements will be made to ensure the information is securely received.

If you are not happy with this reply you may request a review by emailing xxx.xxxxxx@xxxx.xxx.xx or by post to HMRC FOI Team, Room 1C/23, 100 Parliament Street London SW1A 2BQ. You must request a review within 2 months of the date of this letter. It would help us carry out our review if you set out the aspects of the reply that concern you and why you are dissatisfied.

If you are not content with the outcome of an internal review, you can complain to the Information Commissioner’s Office (ICO). The ICO will not usually consider a case unless you have exhausted the internal review procedure provided by HMRC. You can make a complaint through the ICO’s website at: www.ico.org.uk, or by post to: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

Michelle Blake

Director: David Richardson