

Customer Engagement and Support Team

HMRC has set up a dedicated team, the Mid-sized Business Customer Engagement and Support Team, to support mid-sized business customers with complex tax issues and provide access to specialist help.

To use this service, you must be a mid-sized business customer with either a UK turnover above £10 million or at least 20 employees.

Before using the service, you should check that there is not another dedicated team that you can contact. You can check this within GOV.UK within Contact HM Revenue and Customs at the following link: [Contact HM Revenue & Customs GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-hm-revenue-customs)

The Mid-sized Business Customer Engagement and Support Team will help deal with your query or direct you to someone who can.

Accessing Support

To apply for help through the Customer Engagement and Support Team you'll need the following details:

1. A Government Gateway user ID and password - if you do not have one, you can create one when you apply
2. The mid-sized business's contact details - including name and correspondence address
3. The mid-sized business's unique taxpayer reference (known as a 'UTR'), VAT registration number or employer PAYE reference
4. Details of the mid-sized business's annual turnover and number of employees
5. Your contact details

When using this service, you can provide documents to support your application. These must be less than 5MB each and in a commonly used format, like PDF, JPEG or DOCX.

Please use this link to use this service: [Get help with a tax issue as a mid-sized business](https://www.gov.uk/get-help-with-a-tax-issue-as-a-mid-sized-business)

Examples Areas of Support

Examples of requests and/or queries that the Customer Engagement and Support Team can triage, resolve or forward to the most appropriate team who can assist include:

- Corporation Tax technical queries
- Corporation Tax voluntary disclosures
- Corporation Tax Certificates of Residence
- Employer Duties queries
- Employer Duties voluntary disclosures notifications
- Escalation of VAT enquiries to the relevant VAT teams