



## Trading with the EU



Dear customer,

This week we're giving you an update on what support is available if you need help with importing and exporting, as you prepare for the changes to customs controls from 1 January 2022.

We would also like to share with you some important information on full customs controls from 1 January 2022.

On Wednesday 16 December, the government announced that current arrangements relating to imports will continue to apply for goods moving from the island of Ireland to Great Britain while discussions on the Northern Ireland Protocol are continuing. This does not affect goods being exported from GB to Ireland.

If you're importing non-controlled goods from Ireland to Great Britain, or from Northern Ireland to Great Britain via Ireland, you can still delay making your customs declarations for up to 175 days, as long as you make an entry in declarants records at the time of import.

Goods moving directly from Northern Ireland to Great Britain will continue to benefit from unfettered access, unless they are being moved under a customs special procedure. You can find more information about [special procedures](#) on GOV.UK.

This means that full customs controls will be introduced as planned on 1 January 2022 for goods moving between the EU and Great Britain, except from Ireland to Great Britain.

For goods moving between the EU and Northern Ireland, the current arrangements under the Northern Ireland Protocol continue to apply.

You can visit the [UK Parliament website](#) for further information.

## **There are a number of different ways HMRC can help you**

### **'How to' and 'step by step' videos and webinars**

We have a range of 'how to' and 'step by step' videos and webinars available, which can be found on our [help and support for UK transition](#) page and on our [YouTube channel](#). Our videos cover a wide variety of topics including customs import declarations, rules of origin, how customs agents can help you, and lots more. You can also sign up to attend one of our [live webinars](#).

### **How to contact us if you need further support**

HMRC have various online resources to support you. These can be found on [GOV.UK](#). Resources include the videos and webinars we mention above, as well as links to further guidance.

If you need additional support after using the online resources, there are various ways to contact us:

- online via a customs general enquiry form
- digital assistant
- webchat (8am – 6pm Monday to Friday; 8am – 4pm at weekends and on bank holidays)
- phone.

Details of how to use each of these platforms can be found by searching 'imports and exports: general queries' on GOV.UK.

If you're having trouble finding the information you need, or with one of our IT systems, please call our Customs and International Trade (CIT) helpline, which is available 7 days a week. Our customer service advisers are available to help you from 8am to 10pm Monday to Friday, and 8am to 4pm at weekends. You can contact them on **0300 322 9434**.

The standard opening hours for the CIT helpline over Christmas and the New Year are as follows:

- 24 December: 8am to 10pm
- 25-28 December: closed
- 29-31 December: 8am to 10pm
- 1-3 January: 8am to 4pm
- 4 January onwards: normal opening hours.

### **Out of hours service**

We understand that there may be times where goods are stuck at the border and you need urgent, out of hours help. To provide support for these situations, HMRC has already introduced a 24/7 critical care service, through our Customs and

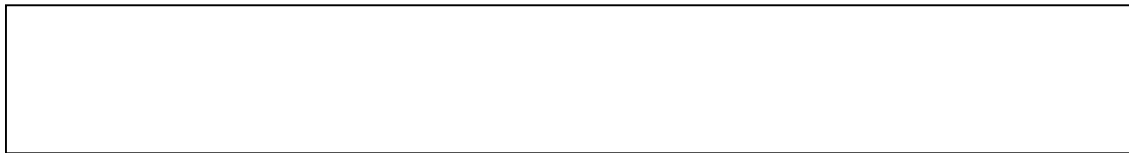
International Trade (CIT) helpline. The helpline will also be available 24 hours a day, 7 days a week, throughout the Christmas period. Our advisers are on hand to help with emergency queries on importing and exporting. From 1 January 2022, the helpline will cover the Goods Vehicle Movement Service (GVMS) as well. To access this out of hours support, call the CIT helpline on **0300 322 9434** and choose option 1.

### **Export Support Service**

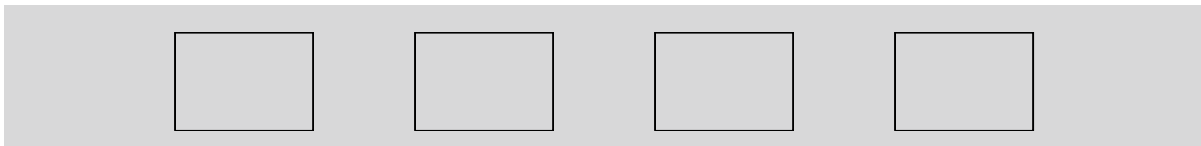
If you export to the EU, the recently launched government Export Support Service is a free advice service giving you access to online and phone support. You can find more information on [GOV.UK](https://www.gov.uk) or by calling 0300 303 8955 where you will be put in touch with a member of the dedicated export support team.

We'll continue to provide guidance and support to help you and your business, including information on GOV.UK, our popular live webinars and through this regular email.

Yours faithfully



Directors General, Borders and Trade, HMRC



### **Stay safe online**

For more information, please search 'avoid and report internet scams and phishing' on GOV.UK.

### **HMRC's help and support email service**

To make changes to your topic subscriptions or to unsubscribe please go to [our email portal](#). Please note, by unsubscribing from this service you may continue to receive emails from other HMRC services.

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