



VAT Deregistration mailbox trial – tell us what you think

As part of HMRC's Insolvency Work to improve the Insolvency Practitioner's (IPs) customer journey, and in line with our HMRC charter values of Making Things Easy, we've been trialling a dedicated mailbox for IPs to request VAT deregistration confirmation.

How has the trial progressed?

The trial has been running for over two months and over 500 IPs have used the mailbox. We've committed resource from the Deregistration Team, who have processed thousands of requests within the agreed time scale of 15 working days and driven quicker response times using email replies. However, the best way for us to gauge the success of the trial is to get feedback from you, the people who have used it.

Trial extended

We've extended the trial until 02 May 2023, so that we can gather more feedback through our survey. The survey will provide robust data to support HMRC's commitment to driving continuous improvements for the Insolvency Sector.

Please complete the survey

The survey is open until 2 May. There are just seven questions to answer and should take no longer than 10 minutes. You can complete the survey [here](#).

The survey is voluntary, and your responses will be completely anonymous. There is an opportunity in Question 7 to volunteer to remove anonymity, by entering your name, company name and contact details, but all questions are voluntary.

What will happen to my answers?

HMRC will review the findings of the survey and use the results to review the Deregistration Mailbox process. HMRC are committed to ensuring the security and protection of the personal information that we process. This survey is conducted in line with HMRC ethical guidelines [click here](#) and HMRC Privacy Notice [click here](#).

Further Questions.

Please contact R3 or your representative group who will contact HMRC.