



HM Revenue  
& Customs

**Jim Harra**  
**Chief Executive and**  
**First Permanent Secretary**

Harriett Baldwin MP  
Chair of the Treasury Committee  
House of Commons  
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20 March 2024

Dear Harriett,

Yesterday I wrote to you about changes to HMRC helpline services to encourage people to go online first.

Following feedback from concerned stakeholders, the changes to the Self-Assessment, VAT and PAYE helplines that were announced will be halted while HMRC engages with stakeholders about how to ensure all taxpayers' needs are met as HMRC shifts more people to online self-service in the longer term.

Our helpline and webchat advisers will always be there for those taxpayers who need support because they are vulnerable, digitally excluded or have complex affairs.

HMRC will continue encouraging customers to self-serve and access the information they need more quickly and easily by going online or to the HMRC app, which is available 24/7.

I enclose a copy of today's HMRC press notice for your information.

I am copying this letter to the Chair of the Committee of Public Accounts.

Yours sincerely,

**Jim Harra**

**CHIEF EXECUTIVE AND FIRST PERMANENT SECRETARY**

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Information is available in large print, audio and Braille formats.  
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