



## Helpline Numbers & Online Forums

Here are the list of helplines you may find useful:

- HMRC Customs & International Trade Helpline - 0300 322 9434
- HMRC Imports and Exports General Enquiries - 0300 200 3700
- DVLA Contact Centre - 0300 790 6802
- DVSA:
  - Vehicle operator licensing enquiries - 0300 123 9000
  - International Road Haulage Permits - 0330 678 1117
- The Office for Product Safety and Standards - 0121 345 1201
- MHRA Customer Service Centre - 020 3080 6000
- National Supply Disruption Centre - 0800 915 9964
- Rural Payments Agency (RPA) Trader team - 0330 041 6500
- Animal, Plant and Health Agency (APHA) - 0300 1000 313
- Defra Rural Services - 0300 020 0301
- Environment Agency (England: 03708 506 506)
- Forestry Commission - 0300 067 4000
- Fish Exports Helpline - 0330 159 1989
- The Intellectual Property Office - 0300 300 2000
- BEIS public enquiries helpline - 020 7215 5000
- BEIS business support lines:
  - England - 0800 998 1098
  - Scotland - 0300 303 0660
  - Wales - 0300 060 3000
  - Northern Ireland - 0800 181 4422
- Citizen Advice (for consumer rights) - 0808 223 1133
- DfE helpline - 0370 000 2288
- HO - UK Visas & Immigration helpline - 0300 790 6268
- HO - EU Settlement Scheme application resolution centre - 0300 123 7379

HMRC also operates a number of services, including:

- Import/export general enquiries can be made by calling 0300 200 3700.
- You can also [speak to an adviser online](#) about general import and export queries.
- It is also possible to [send a question about imports, exports and customs reliefs](#).
- For questions to the DVSA on vehicle operator licensing you can call 0300 123 9000. For questions to the DVLA you should call 0300 790 6802.

The UK Government also operates two online forums where you can access key information and ask questions directly:



- [For customs and tax-related queries](#)
  - [For all other border-related queries](#)
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### **BPDG contact**

BPDG moved into the Cabinet Office on 1 June and staff are now operating with Cabinet Office email addresses. If you are unable to contact anyone within BPDG, you can contact the enquiries mailbox and the email will be forwarded to the relevant person or team.

Please use [BPDG.Enquiries@cabinetoffice.gov.uk](mailto:BPDG.Enquiries@cabinetoffice.gov.uk) for enquiries.

Thank you and best wishes.

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### **Products and information from previous bulletins**

[Step by step guide - Importing](#)

[Step by step guide - Exporting](#)

[Process flows - Importing](#)

[Process flows - Exporting](#)

[Process flows - Moving meat, dairy and plant products](#)

[Customs Grant Scheme](#)

[What is Customs?](#)

[What you need to know to bring goods into the UK?](#)



[What you need to do to send goods out of the UK?](#)

[Updated guidance on how to pay less or no duty on goods you store, process, repair or temporarily use](#)

[British passengers travelling to EU countries will be able to take advantage of duty-free shopping from January 2021](#)

[Temporary Inland Border Facilities](#)

[The letter HMRC has sent to over 200,000 VAT registered businesses](#)

[How a customs agent or intermediary can help businesses](#)

[Advance notice of Port Infrastructure Fund](#)

[The Chancellor of the Duchy of Lancaster's statement on RWCS](#)

[Government's RWCS planning assumptions for potential disruption to freight travelling between GB and EU](#)

[Exports of animal and animal products from Great Britain to the European Union - understanding Export Health Certificate requirements](#)

[Help and support if your business trades with the EU](#)

[DEFRA Webinars](#)

[Border Operating Model](#)

[UK Freeports vision](#)

[Check an HGV is Ready to Cross the Border - A New GOV.UK Web Service](#)

[Freight Capacity](#)

[Public Information Campaign](#)

[DfT launches EU Transition campaign aimed at hauliers](#)

[DfT publishes Operation Brock consultation response](#)

[New rules and logos to protect British food and drink](#)

[Businesses trading timber urged to prepare for change](#)

[Helping businesses get ready for changes to trade with Europe from 1 January 2021](#)



[HMRC online forum where you can submit questions](#)

[HMRC letter to VAT registered traders](#)

[New HMRC UK Transition webinar available now](#)

[HMRC's new trader tool](#)

[EU Transition Trader and Industry Forum](#)

[Haulier Handbook](#)

[Haulier Information & Advice sites](#)

[Digital guide covering the key actions food and drink businesses may need to take](#)

[French Customs Webinar](#)

[What you need to know to bring goods into the UK](#)

[What you need to know to send goods out of the UK](#)

[Link to register for the live webinar](#)

[HMRC Customs controls at border locations](#)

[The list of UK RoRo locations](#)

[DIT Commodity Code Tariffs](#)

[DFT New Traffic management plans for hauliers travelling to Kent to cross the border](#)

[Northern Ireland Protocol Command Paper](#)

[Trader checklist](#)

[Check a UK VAT Number](#)

[The letter HMRC has sent to VAT-registered traders](#)