



Chat ID: 764315348775457305

27 July 2023

HMRC said:

Hello, I'm HMRC's digital assistant.

Tell me in a few words what you'd like help with, without giving me any personal information.

9:11 PM

You said:

I need my UTR number

9:11 PM

HMRC said:

You will automatically be sent a Unique Taxpayer Reference (UTR) when you [register for self assessment \(opens in a new tab\)](#) or [set up a limited company \(opens in a new tab\)](#).

You can find out [when you can expect to receive a reply from HMRC about your registration \(opens in a new tab\)](#).

You can watch this video for guidance on how to register for Self Assessment.

How to register for Self Assessment



9:11 PM

HMRC said:

You can ask another question, or [end this chat and give feedback](#).

9:11 PM

You said:A speech bubble with a black border and a tail pointing towards the bottom right.

I need to talk to agent.

9:12 PM

HMRC said:A large speech bubble with a black border and a tail pointing towards the bottom left.

I'm transferring you to an HMRC adviser. You'll need either your:

- National Insurance number
- Unique Tax Reference (UTR)

If you're employed or receive a pension, you'll need a current payslip or your pension details.

9:12 PM

Hemant said:A speech bubble with a black border and a tail pointing towards the bottom left.

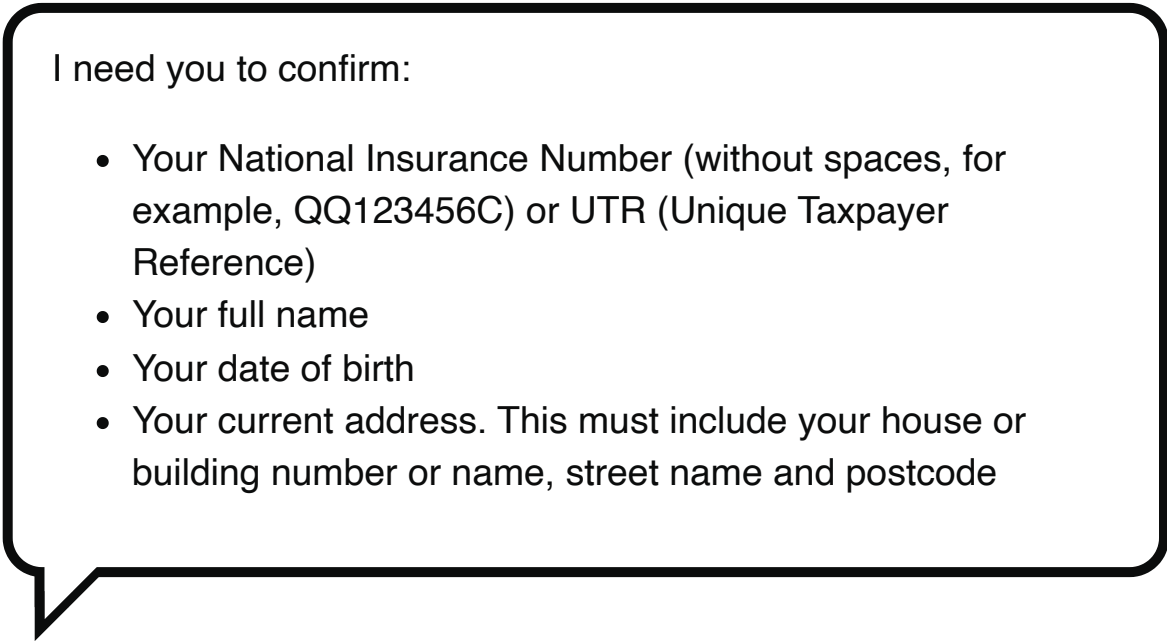
Good evening welcome to HMRC webchat

9:21 PM

You said:

Hello Hemant

9:21 PM

Hemant said:I need you to confirm:

- Your National Insurance Number (without spaces, for example, QQ123456C) or UTR (Unique Taxpayer Reference)
- Your full name
- Your date of birth
- Your current address. This must include your house or building number or name, street name and postcode

9:21 PM

You said:I need my UTR number so that I can file my taxes

9:21 PM

Hemant said:

Yes

9:22 PM

You said:

NJ258734C

9:22 PM

You said:

Pawan Kumar

9:22 PM

You said:

16th October 1996

9:22 PM

You said:

My current Address is Flat no 104, Maruti Grandeur,
WMGC+VMR, Green Glen Layout, Bellandur BENGALURU,
KARNATAKA 560103 India Phone number: 6309077625

9:23 PM

You said:

I came back to India in December.

9:24 PM

Hemant said:

Can I please have the address we hold for you on our record

9:24 PM

You said:

5 Cloth St, Barbican, London EC1A 7LD, United Kingdom

9:25 PM

You said:

1 Harrow Rd, Wembley HA9 6FF, United Kingdom

9:25 PM

Hemant said:

Thanks for answering Security questions. How can I help you today?

9:25 PM

You said:

I need my UTR number

9:25 PM

You said:

I've been trying from few months

9:25 PM

Hemant said:

What is the reason that you are in self assessment ?

9:26 PM

You said:

I'm done calling HMRC, like waiting for hours and disconnecting after sometime, please help me.

9:26 PM

You said:

Yes this is for self assessment

9:26 PM

You said:

I used to work at META london

9:26 PM

You said:

I came back to india after job did not work out.

9:27 PM

Hemant said:

Why are you in Self assessment . Did you had any other income other than employment ?

9:27 PM

You said:

No, to file the tax return

9:27 PM

You said:

Vialto folks need it.

9:28 PM

You said:

to file my TAX

9:28 PM

You said:

I've paid extra tax also

9:28 PM

You said:

you can check

9:29 PM

You said:

I need the return

9:29 PM

You said:

There is no other income

9:29 PM

Hemant said:

Employed people dont need to submit tax return. If you overpay
, you automatically get it back

9:29 PM

Hemant said:

Can you please reconfirm your current abroad address

9:30 PM

You said:

I do not live in any of those addresses, I was living there on rent

9:30 PM

You said:

5 Cloth St, Barbican, London EC1A 7LD, United Kingdom

9:31 PM

You said:

This is the place where my BRP card came.

9:31 PM

You said:

1 Harrow Rd, Wembley HA9 6FF, United Kingdom

9:31 PM

Hemant said:

What is your address now ?

9:31 PM

You said:

I'm currently in India, I've left UK, after job did not work out

9:31 PM

Hemant said:

What is your indian address

9:32 PM

You said:

I left UK on 13th dec 2022

9:32 PM

You said:

Flat no 104, Maruti Grandeur, WMGC+VMR, Green Glen
Layout, Bellandur BENGALURU, KARNATAKA 560103 India
Phone number: 6309077625

9:32 PM

You said:

This is my Indian address

9:32 PM

You said:

Where I live currently.

9:33 PM

Hemant said:

Thanks . Allow me few minutes.

9:33 PM

You said:

do you need my passport address ?

9:33 PM

You said:

or Aadhar card address

9:33 PM

You said:

I can provide that also

9:33 PM

Hemant said:

Mr Pawan , you didnt had to register for self assessment as you were only employed and taxes for employees are dealt in PAYE,. Now I have closed your Self Assessment record and cancelled Late Filing penalties

9:39 PM

Hemant said:

Any overpayment/ calculation through PAYE will be sent to you on your Indian address

9:40 PM

Hemant said:

You dont need to anything

9:41 PM

You said:

Can I still get my UTR number ? so that I do not have future confusion.

9:42 PM

You said:

How can I get my overpayment ?

9:42 PM

Hemant said:

You dont need a UTR

9:43 PM

You said:

Cool but how do I get the money back ?

9:43 PM

You said:

and can you tell me the amount, I will be getting back ?

9:43 PM

You said:

so that I know how significant it is ?

9:43 PM

Hemant said:

The letter confirming your SA record is closed will have the UTR and you didnt needed to register for SA in the first place

9:44 PM

Hemant said:

Since you registered for SA , your calculations were not done in PAYE and now when I have closed SA record , you will receive calculation by post. I wont be able to provide any timescale

9:46 PM

Hemant said:

You never loose anything in taxes as long you have updated us with correct current address

9:46 PM

You said:

Awesome, do you mean, I do not have to do anything now? if I've paid anything extra, I will be get it back by post ?

9:47 PM

Hemant said:

Yes

9:47 PM

You said:

How will I get the overpaid money in indian account ?

9:48 PM

You said:

or Do I have to give the UK account itself ?

9:48 PM

Hemant said:

You will first receive a calculation and all instruction to claim would be on that letter

9:48 PM

You said:

And you do not have access to numbers, like, how much I will be getting back right?

9:49 PM

Hemant said:

Claiming on UK account would be quicker

9:49 PM

Hemant said:

No

9:49 PM

You said:

Great, So what is the general timeline for getting the letter to Indian address ?

9:50 PM

You said:

is it possible to give my friends address in UK ?

9:50 PM

Hemant said:

3 weeks for abroad

9:50 PM

You said:

it would be quicker, for that reason.

9:50 PM

Hemant said:

You can keep checking your personal tax account on
www.gov.uk

9:51 PM

You said:

So it will have the tracking ? like whether it is dispatched or not ?

9:52 PM

You said:

whether it has delivered or not ?

9:52 PM

Hemant said:

You can claim it online without waiting for any post

9:52 PM

You said:

Fantastic, that would be amazing !!!

9:52 PM

You said:

what are the login credentials for that

9:52 PM

Hemant said:

I would suggest contact us after a week from today

9:53 PM

Hemant said:

as I have only closed your SA record only today, it can take a maximum a week to update PAYE record that you are not in self assessment

9:54 PM

You said:

Thank you very much !

9:54 PM

Hemant said:

You are welcome

9:54 PM

You said:

I will be back after a week.

9:54 PM

You said:

The work has been pending for so long, Thank you very very much for taking action.

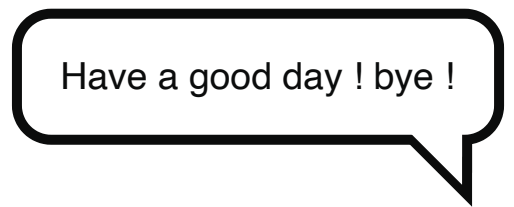
9:55 PM

You said:

I'm highly thankful for this.

9:55 PM

You said:



9:55 PM