



Chat ID: 188420807822402633

22 February 2025

You're speaking with an adviser

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**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.

4:17 PM

**You said:**

Hi,

4:17 PM

**hmrcda said:**

Hello

4:17 PM

**You said:**

I stopped being self employed back in 2023, and I no longer  
live in the UK.

4:17 PM

**hmrcda said:**

Why do you need to deregister from Self Assessment?

- [I've stopped being self-employed](#)
- [I've ended a business partnership](#)
- [I no longer need to be registered for Self Assessment for any other reason](#)

4:17 PM

**You said:**

And I have just received a message that says that you didn't receive my tax return on time and I have been charged £100 penalty

4:17 PM

**hmrcda said:**

I cannot give you personalised help with appealing a tax decision or penalty.

You can:

- [appeal against a tax decision \(opens in a new tab\)](#) - this includes Self Assessment, Corporation Tax, VAT and tax relief claims
- [appeal against a penalty \(opens in a new tab\)](#) - for example if you paid your tax late or filed your tax return late

Find out more about penalties around:

- [Tax and duty on parcels and packages](#)
- [VAT default charges](#)
- [Reporting Payroll](#)
- [Construction Industry Scheme deductions](#)
- [Claiming back Construction Industry Scheme deductions](#)

4:17 PM

**You said:**

Can I speak with an agent, please?

4:18 PM

**hmrcda said:**

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.

4:18 PM

**Phillip said:**

Good Afternoon, How can i help you today ?

4:18 PM

**You said:**

Hi Phillip,

4:18 PM

**You said:**

I stopped being self employed back in 2023, and I no longer live in the UK.

4:18 PM

**You said:**

And I have just received a message that says that you didn't receive my tax return on time and I have been charged £100 penalty

4:18 PM

**Phillip said:**

To help me to deal with your query, I just need you to answer all of the following security questions. Making sure the spelling is correct.

4:18 PM

**Phillip 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

4:19 PM

**You said:**

NI number: SS742458C

4:19 PM

**You said:**

UTR: 9489553503

4:20 PM

**You said:**

Full name: Maddi Ruiz Rekondo

4:20 PM

**You said:**

Date of birth: 24/09/1990

4:20 PM

**You said:**

Current address: Urbieta Kalea 16, 20120 Hernani,  
Gipuzkoa, Spain

4:21 PM

**Phillip said:**

Thank you, I will just verify those details, one moment.

4:21 PM

**Phillip said:**

I am unable to access your record as we are currently experiencing some technical difficulties with Self Assessment. We are hoping the the issue will be resolved overnight and the systems will be up and running tomorrow. Webchat is open 8am – 4pm Saturday and then 8am – 8pm Monday – Friday Thank you and we apologise for the inconvenience.

4:22 PM

**You said:**

Does that mean I need to get in touch with you tomorrow?

4:22 PM

**You said:**

Or will you take my request and get in touch with me with a solution?

4:23 PM

**Phillip said:**

i Would advise contacting us on Tuesday as that is when our system will be back up and running

4:23 PM

**You said:**

Okay, I will get in touch with you then.

4:24 PM

**You said:**

Thank you

4:24 PM