



Chat ID: 187857857855599700

22 February 2025

You're speaking with an adviser

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.

4:13 PM

You said:

Hi, can I please speak to an agent?

4:13 PM

hmrcda said:

Try asking me in a few words what you'd like help with and I
may be able to assist you.

4:13 PM

You said:

I prefer to talk to an agent, thanks

4:14 PM

hmrcda said:

We'll try to connect you with the next available adviser. You may join a queue, where you'll receive updates on your position.

4:14 PM

Catherine said:

Good afternoon. Welcome to Online Services Helpdesk. How can I help?

4:14 PM

You said:

Hi Catherine,

4:14 PM

Catherine said:

Which online tax service is on the account you are trying to access?

4:15 PM

You said:

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

4:15 PM

Catherine said:

<https://www.gov.uk/stop-being-self-employed> please see here for information. Thanks

4:16 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

4:16 PM

Catherine said:

I'm sorry the Online Service Helpdesk deals with technical issues relating to online customer accounts. I'm sorry we don't have access to those details here at online services. Please contact the helpline directly for help with that.
<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/self-assessment>

4:16 PM