



Chat ID: 188702294050342406

25 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.

4:17 PM

You said:

Hi!

3:39 PM

hmrcda said:

Hello

3:39 PM

You said:

Can I speak to an agent, please?

3:39 PM

hmrcda said:

Our advisers are not available to discuss your query at the moment.

You can ask another question, [contact HMRC for more help \(opens in a new tab\)](#) or [end this chat](#).

3:39 PM

You said:

I prefer to talk to an agent

3:39 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.

3:39 PM

You said:

Hi Erica

4:02 PM

Erica said:

Good afternoon, thank you for contacting Self Assessment, you are chatting with Erica, how can I help you today.

4:02 PM

You said:

I spoke to your colleague Phillip last Sunday but he asked me to get in touch another day as you were experiencing some technical difficulties with Self Assessment.

4:03 PM

You said:

I stopped being self employed back in 2023, and I no longer live in the UK. I received a message that says that you didn't receive my tax return on time and I have been charged £100 penalty

4:04 PM

You said:

I'll send you my details below:

4:04 PM

You said:

NI number: SS742458C

4:05 PM

You said:

UTR: 9489553503

4:05 PM

You said:

Full name: Maddi Ruiz Rekondo

4:05 PM

You said:

Date of birth: 24/09/1990

4:05 PM

You said:

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

4:05 PM

Erica said:

did you contact self assessment and let them know that you
are leaving the country and that you are no longer self
employed

4:05 PM

You said:

Yes, I did

4:06 PM

You said:

That was back in march 2023

4:06 PM

You said:

I filled in a form online

4:06 PM

Erica said:

okay bear with me while I check

4:07 PM

You said:

Sure, thanks

4:07 PM

Erica said:

there is nothing to show that you closed your account sorry

4:10 PM

You said:

What do I have to do to close my account?

4:11 PM

Erica said:

when did you ceases self employment

4:11 PM

You said:

March 2023

4:12 PM

You said:

And I had no issues last year

4:12 PM

Erica said:

because you filed a return for 22/23

4:12 PM

You said:

I ssee

4:12 PM

You said:

Would you be able to close the account for me?

4:13 PM

Erica said:

I have to look in to this first

4:13 PM

Erica said:

do you receive any income from England at all

4:14 PM

You said:

Nothing at all

4:14 PM

You said:

I'm working in Spain now

4:14 PM

Erica said:

okay I will close the self assessment account and remove the tax return and penalties but should your circumstance change you will need to get in contact

4:17 PM

You said:

Sure, I will

4:18 PM

You said:

Thanks Erica

4:18 PM

You said:

I should have no issues the following years, right?

4:18 PM

Erica said:

as above

4:18 PM

You said:

Also, my contribution records will still be available after this, right

4:19 PM

You said:

?

4:19 PM

Erica said:

what records are you talking about

4:19 PM

You said:

The contributions that I've made during my years in the UK

4:20 PM

You said:

If I ever need a form

4:20 PM

Erica said:

that is a PAYE query or NI query you will need to query that with them

4:20 PM

You said:

Alright

4:21 PM

You said:

Thanks, Erica

4:21 PM