

Agent Account Manager Events

New Digital Services for Agents – the Tax Agent Strategy and Agent Online Self Serve

As part of the help and support that we provide for tax agents and advisers, during March HMRC will be holding some face to face events at various locations across the UK.

The presentations will focus on the new digital services for agents and our material has been updated to include the latest information.

The Tax Agent Strategy aims to transform the relationship between HM Revenue & Customs (HMRC) and agents by:

- gaining a better understanding of agents and their clients to help HMRC target the right services and communications
- aligning HMRC and agent processes where possible and enabling agents to carry out some transactions for themselves with minimal HMRC involvement
- eliminating duplication and reworking - making it easier for agents to do business with HMRC and reducing costs
- supporting agents in improving services for their clients and, where needed, tackling the small minority of agents with poor performance more effectively
- working closely with the agent representative bodies on the development of Agent and Client Statistics

The presentations will also include a talk about what HMRC is doing to improve the authorisation (Form 64-8) process and an overview of agent services available from HMRC.

If you would like to attend one of these events below please email learning.together.bcu@hmrc.gsi.gov.uk.

Date	Time	Location	Address
04.03.2014	10.00 – 12.00	Birmingham	HMRC, City Centre House, 30 Union Street, Birmingham B2 4AD
04.03.2014	13.00 – 15.00	Birmingham	HMRC, City Centre House, 30 Union Street, Birmingham B2 4AD
06.03.2014	10.00 – 12.00	Dundee	HMRC, Caledonia House, Greenmarket, Dundee DD1 1HD
06.03.2014	13.00 – 15.00	Dundee	HMRC, Caledonia House, Greenmarket, Dundee DD1 1HD
10.03.2014	10.00 – 12.00	Glasgow	HMRC, Portcullis House, 13-21 India Street, Glasgow G2 4PZ
10.03.2014	13.00 – 15.00	Glasgow	HMRC, Portcullis House, 13-21 India Street, Glasgow G2 4PZ
11.03.2014	10.00 – 12.00	Leicester	HMRC, Saxon House, 1 Causeway Lane, Leicester LE1 4AA
11.03.2014	13.00 – 15.00	Leicester	HMRC, Saxon House, 1 Causeway Lane, Leicester LE1 4AA
12.03.2014	10.00 – 12.00	Coventry	HMRC, Sherbourne House , 1 Manor House Drive, Coventry CV1 2TB
12.03.2014	13.00 – 15.00	Coventry	HMRC, Sherbourne House , 1 Manor House Drive, Coventry CV1 2TB

18.03.2014	10.00 – 12.00	Salford	HMRC, Trinity Bridge House, 2 Dearmans Place, Salford M3 5BS
18.03.2014	13.00 – 15.00	Salford	HMRC, Trinity Bridge House, 2 Dearmans Place, Salford M3 5BS
20.03.2014	13.00 – 15.00	Aberdeen	HMRC, Ruby House, 8 Ruby Place, Aberdeen AB10 1ZP
21.03.2014	10.30 – 12.30	London	HMRC, Room G14, 100 Parliament Street, Westminster, London, SW1A 2BQ
21.03.2014	14.00 – 16.00	London	HMRC, Room G14, 100 Parliament Street, Westminster, London, SW1A 2BQ

Please supply all names of attendees, the session you wish to attend and the number of places required. If you have not already registered for the Agent Account Manager Service you will need to register before you attend. Follow this [link](#) to register now.