



Agent Account Manager Events

Tax Agent Strategy and New Digital Services for Agents

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

The presentations will focus on the new Tax Agent Strategy and 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 |
|------------------|---------------|-----------|---|
| 10 February 2014 | 10.30 – 12.30 | Ealing | HMRC, International House , 7 High Street, Ealing Broadway, London W5 5DJ |
| 13 February 2014 | 14.00 – 16.00 | Inverness | Cowan House, Inverness Retail and Business Park, Inverness IV2 7GF |
| 18 February 2014 | 10.00 – 12.00 | Edinburgh | HMRC, Elgin House, 20 Haymarket Yards, Edinburgh, EH12 5WN |
| 18 February 2014 | 13.00 – 15.00 | Edinburgh | HMRC, Elgin House, 20 Haymarket Yards, Edinburgh, EH12 5WN |
| 18 February 2014 | 10.00 – 12.00 | Hull | HMRC, Cherry Court, 36 Ferensway, Hull, HU2 8LP |
| 18 February 2014 | 13.00 – 15.00 | Hull | HMRC, Cherry Court, 36 Ferensway, Hull, HU2 8LP |
| 19 February 2014 | 10.00 – 12.00 | Sheffield | HMRC, Concept House, 5 Young Street, Sheffield, S1 4LA |
| 19 February 2014 | 13.00 – 15.00 | Sheffield | HMRC, Concept House, 5 Young Street, Sheffield, S1 4LA |
| 26 February 2014 | 10.00 – 12.00 | Bradford | HMRC , Centenary Court, 1 Blaize Way, Bradford , BD1 4YL |

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| 26 February 2014 | 13.00 – 15.00 | Bradford | HMRC , Centenary Court, 1 Blaize Way, Bradford , BD1 4YL |
| 27 February 2014 | 10.30 – 12.30 | Ealing | HMRC, International House , 7 High Street, Ealing Broadway, London W5 5DJ |

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.