# HMRC debt management: CIOT engagement

General Features



24 March 2025

The CIOT has recently met with HMRC to discuss issues and concerns that have been raised by some of our volunteer members regarding HMRC's approach to debt management and time to pay.

The areas of focus include: difficulties in contacting and communicating with HMRC's Debt Management Unit; delays and problems setting up time to pay arrangements outside of HMRC's online service; taxpayer debt/payment records not being correct or up to date; and HMRC not recognising agent authorisations .We have also heard of additional problems occurring when debt collectors are involved.

We are intending to meet regularly with HMRC to continue discussions on these and other debt management related issues, so we are interested in hearing from our wider membership about any difficulties – or good practices – you or your colleagues may come across in this area. Please send your feedback to technical@ciot.org.uk.

Margaret Curran *mcurran@ciot.org.uk*