GOV.UK

1. Home (https://www.gov.uk/)
2. HM Revenue & Customs (https://www.gov.uk/government/organisations/hm-revenue-customs)
3. Contact HM Revenue & Customs (https://www.gov.uk/government/organisations/hm-revenue-customs/contact)

National Insurance: general enquiries

Online

Get your National Insurance number (https://www.gov.uk/government/publications/national-insurance-get-your-national-insurance-number-in-writing-ca5403)

Get your National Insurance number by:

- registering and logging into your personal tax account to view a letter with it on
- filling in the online form and posting it to us, if you're unable to register for a personal tax account

You can also find your National Insurance number on your payslip, P60, tax returns or official letters about tax, pensions or benefits.

Check your National Insurance record (https://www.gov.uk/check-national-insurance-record)

Use this service to see any gaps in your National Insurance contributions.

Check your State Pension (https://www.gov.uk/check-state-pension)

Use this service to find out:

- how much State Pension you could get
- when you can get it
- if you can increase it
- how you can increase it

Tell HMRC you've changed name or address (https://www.gov.uk/tell-hmrc-change-of-details)

If HMRC needs to contact you about anything confidential they'll reply by phone or post.

Phone

Call this number if you have not received your National Insurance number or have lost or forgotten it.

You can also call for help and information about:

- Class 1 National Insurance rates and thresholds
- Class 2 and 3 National Insurance
- Statutory Payments
- Married Women's Reduced Rate Election

- National Insurance statement requests
- employment histories
- Parents and Carers credits
- gaps in your National Insurance contributions

Have your National Insurance number with you, if you have one.

Contact Income Tax: general enquiries (https://www.gov.uk/government/organisations/hm-revenue-customs/contact/income-tax-enquiries-for-individuals-pensioners-and-employees) if you have a question about Class 4 National Insurance.

When you call

This helpline uses speech recognition software, so you will be asked why you are calling HMRC. Try to answer with short phrases and words, for example:

- "change my address"
- "question about National Insurance payments"
- "find out National Insurance rates"

If you cannot use speech recognition software, find out how to deal with HMRC if you have additional needs (https://www.gov.uk/dealing-hmrc-additional-needs/overview).

Telephone:
0300 200 3500

Textphone:
0300 200 3519

Outside UK:
+ 44 191 203 7010

Opening times:

Our phone line opening hours are:

Monday to Friday: 8am to 6pm

Closed on Saturdays, Sundays and Bank Holidays.

If your call is not urgent, you can find out information in:

- the official HMRC app (https://www.gov.uk/government/publications/the-official-hmrc-app)
- your personal tax account or business tax account using HMRC online services (https://www.gov.uk/log-in-register-hmrc-online-services)

Get help dealing with HMRC if you have additional needs (https://www.gov.uk/dealing-hmrc-additional-needs/overview).

HMRC may ask if you want to add voice identification to your account. You can find out more in the Voice Identification Privacy Notice (https://www.gov.uk/government/publications/voice-identification-privacy-notice).

Find out about call charges (https://www.gov.uk/call-charges)

Post

Write to HMRC at this address with all National Insurance queries except complaints (https://www.gov.uk/government/organisations/hm-revenue-customs/contact/complain-about-hmrc).

You do not need to include a street name, city name or PO box when writing to this address.

Couriers should use a different address (https://www.gov.uk/government/organisations/hm-revenue-customs/contact/couriers).

PT Operations North East England
HM Revenue and Customs
BX9 1AN
United Kingdom

Related content

- National Insurance (https://www.gov.uk/national-insurance)
- Apply for a National Insurance number (https://www.gov.uk/apply-national-insurance-number)
- Working for yourself (https://www.gov.uk/working-for-yourself)

Other contacts

- Self-employed: National Insurance (https://www.gov.uk/government/organisations/hm-revenue-customs/contact/national-insurance-enquiries-for-the-self-employed)
- National Insurance numbers (https://www.gov.uk/government/organisations/hm-revenue-customs/contact/national-insurance-numbers)
- Treth Incwm, Hunanasesiad a mwy (https://www.gov.uk/government/organisations/hm-revenue-customs/contact/welsh-language-helplines)