

Simon: 4:29PM

My client is having difficulty in setting up her online account with HMRC

HMRC: 4:29PM

Thank you for your patience, the next available adviser will be with you shortly. You are 54 in the queue.

HMRC: 4:31PM

Thank you for your patience, the next available adviser will be with you shortly. You are 46 in the queue.

HMRC: 4:32PM

Thank you for your patience, the next available adviser will be with you shortly. You are 39 in the queue.

HMRC: 4:34PM

Thank you for your patience, the next available adviser will be with you shortly. You are 35 in the queue.

HMRC: 4:35PM

Thank you for your patience, the next available adviser will be with you shortly. You are 21 in the queue.

HMRC: 4:37PM

Thank you for your patience, the next available adviser will be with you shortly. You are 14 in the queue.

HMRC: 4:38PM

Thank you for your patience, the next available adviser will be with you shortly. You are 6 in the queue.

Ismaeel: 4:40PM

Welcome to HMRC Webchat. You're speaking with Ismaeel.

Ismaeel: 4:40PM

Good Morning/Afternoon/Evening. My apologies if you have had a long wait to speak with us today.

Ismaeel: 4:40PM

To help me to deal with your query, I just need you to answer all of the following security questions. Making sure the spelling is correct.

Ismaeel: 4:40PM

Please tell me:

- your National Insurance number (without spaces, for example, QQ123456C) or Unique Taxpayer Reference number
- your full name
- your date of birth
- your current address and postcode

Simon: 4:40PM

Not too long but being 54 in the queue was interesting!

Simon: 4:40PM

This is not for me but a client - I am an agent.

Ismaeel: 4:40PM

Please tell me:

- your client's National Insurance number (without spaces, for example, QQ123456C) or Unique Taxpayer Reference number
- your client's name
- your client's known address
- your business name and address acting as agent

Simon: 4:41PM

Client's details:

Simon: 4:42PM

Name - Karen Griffiths, NI no, NA786414D, 13 Titian Avenue Bushey Heath Herts WD23 4GB

Simon: 4:42PM

Me- Stewart & Partners, 232 Kinetic
Business Centre, Theobald Street,
Borehamwood hErts WDW6 4PJ

Simon: 4:43PM

*Herts

Ismaeel: 4:43PM

Thank you for passing security, how
may i help you today?

Simon: 4:45PM

My cleint is trying to set up her online
persoanl accoutn but she keeps getting
rejected. I suspect that some of the
information you have may be incorrect,
possibly her date of birth as that seems
to eb where the system kicks her out.

Simon: 4:45PM

appologies for typing errors!

Ismaeel: 4:45PM

Just bare with me a moment.

Ismaeel: 4:46PM

i can not see her having an online
account. so that should not be the issue

Ismaeel: 4:47PM

can i have your clients DOB.

Simon: 4:47PM

she is trying to set one up but keeps
getting rejected.

Simon: 4:48PM

09/03/1963

Ismaeel: 4:48PM

That is what we have on the system so
it can not be that.

Ismaeel: 4:49PM

I am going to have to give you the
technical teams number

Ismaeel: 4:49PM

If you are having problems

Ismaeel: 4:49PM

0300 200 3600

Ismaeel: 4:49PM

The phone lines do close at 4.00 pm so unfortunately you will have to call tomorrow.

Simon: 4:50PM

OK - Thank you anyway

Simon: 4:50PM

guess I will call tomorrow.

Simon: 4:50PM

Have a good evening

Ismaeel: 4:50PM

you're welcome, please now end the chat using the tab in the top left, you will be taken to a short survey, i would really appreciate it if you would rate your web chat experience with me today. Thank you for using HMRC webchat. Have a nice day. Goodbye.