

Contact us

Call us

Rural Payments Helpline:
03000 200 301

(Monday to Friday 8.30am to 5pm,
except bank holidays) Updates
to bank accounts – Monday and
Thursday only

BCMS Helpline: 0345 050 1234

Welsh Helpline: 0345 050 3456

(Monday to Friday 8.30am to 5pm,
except bank holidays)

Email us

ruralpayments@defra.gov.uk

bcmsenquiries@rpa.gov.uk

Postal addresses

Where there is no email option
available, use the following
addresses for anything urgent.

Countryside Stewardship customers

Rural Payments Agency
PO Box 324
Worksop
S95 1DF

Basic Payment Scheme customers and all RPA forms

Rural Payments Agency
PO box 352
Worksop
S80 9FG

Environmental Stewardship customers

You can find details of addresses
on the Environmental Stewardship
page.

BCMS customers

Rural Payments Agency
British Cattle Movement Service
Curwen Road
Workington
Cumbria
CA14 2DD

Be aware of fraud

In these challenging times, fraudsters will try to take advantage. We are aware of coronavirus (COVID-19) related scams from people claiming to be from other government departments, and we want to remind you to remain vigilant.

- We won't call you or send you emails or texts asking you to confirm your personal details or payment information.
- Never discuss your bank account details with someone you don't know.
- We won't ask you to make a payment over the phone.
- Delete any emails or texts you don't believe are genuine.
- Don't open any links unless from our main email addresses.

ruralpayments@defra.gov.uk

rpa@notifications.service.gov.uk

ruralpayments@rpa.emails.com

rdpenetwork@defra.gov.uk

Be cautious about what information you share externally, particularly on social media.

If you suspect an attempted fraud or feel you have been the subject of fraud, you can contact:

- RPA's Fraud Referral Team on 0800 347 347 or FraudInConfidence@rpa.gov.uk
- Action Fraud (the UK's national reporting centre for fraud and cyber-crime) on 0300 123 2040.