

RURAL PAYMENTS AGENCY

Lancaster House, Hampshire Court, Newcastle upon Tyne,
NE4 7YH

August 2014

Notice to Traders 23/14

1. This notice is to tell you that on 13 August 2014, we're launching a new Trader telephone helpline. The new number is 0191 226 5050.

This means you won't be able to call our Trader teams directly any more.

2. Please remember to make sure any applications/documents you send to us are complete and have your Trader Registration Number on them.
3. Send all your correspondence to one mailbox: trader@rpa.gsi.gov.uk.

What does this mean for you?

4. When you call us on 0191 226 5050, you'll have two options to choose from. The first option will confirm the current month's Euro Conversion rate and the second option will allow you to speak to an adviser.

If you choose to speak to an adviser and they can't answer your question, you'll be passed to the appropriate Trader team.

5. If you send us an application/document which isn't complete, we'll send you an email explaining why we can't accept it. You'll then have 5 working days to make any corrections. If we don't hear back from you, we will reject the application/document.

Why we are making these changes

6. We're providing a dedicated helpline for your Trader queries. - you won't have to call different telephone numbers. This means we can respond to your query and to increases in call volumes more quickly.

What can you do to help us?

7. Please quote your Trader Registration Number on every piece of correspondence you send to us. This helps us to handle your business more quickly.
8. You must sign your licence applications – if you don't we will reject them. Please remember to also include your contact details (telephone number or email address) to make it easier for us to contact you if we need to.
9. If you send documents to support proof of trading or to support a licence application, don't forget to tell us which application it relates to.

If you have any questions

10. If you have any questions about this notice, please call us on 0191 226 5050 or email trader@rpa.gsi.gov.uk.