



HM Revenue
& Customs

BT-NCH

HM Revenue and Customs
BX9 1GZ

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[REDACTED] West View
Blackhill CONSETT
County Durham DH8
0AJ

Phone 0300 322 7064 Option 4

Email nch.tor@hmrc.gov.uk

Web www.gov.uk

Date 8 November 2021
Our Ref [REDACTED]
Your Ref [REDACTED]

Dear Sir or Madam

About your application for Transfer of Residence (ToR) relief

Thank you for your application for ToR relief.

We have approved your application and given you the following Unique Reference Number (URN), [REDACTED]-[REDACTED].

What you need to do now

You need to give your URN to your shipper or agent so they can make an import declaration on your behalf. Your URN only covers imports which arrive in the UK within 12 months from 30 November 2021.

Due to the current COVID-19 pandemic, your URN will be extended for a further 3 months.

More information

For more information on ToR and the restrictions on using this relief:

- see page one of form ToR1 - go to www.gov.uk/government/publications/application-for-transfer-of-residence-tor-relief-tor01
- go to www.gov.uk and search for 'transfer of residence'

You are responsible for telling your shipper or agent if you are importing any goods which are not covered by this relief.

Notification of vehicle arrival

If you are importing a vehicle into the UK, you must make a Notification of Vehicle Arrival (NOVA) application once the vehicle has arrived in the UK. To do this, email:

- your full name
- your address

If you need extra support, for example if you have a disability, a mental health condition, or do not speak English/Welsh, go to www.gov.uk and search for 'get help from HMRC'. Text Relay service prefix number – 18001

- your URN
- a copy of your official vehicle details - certificate of title and date of vehicle arrival to ecsm.nchcars@hmrc.gov.uk or ring us on 0300 322 7071 for advice.

Please put 'NOVA application' in the subject heading on the email.

Important information about communicating by email

If you choose to email us, please be aware that email is not secure. The main risk is that information sent by email could be changed or read by someone else before it reaches us. Please only use email to contact us or send us information if you accept the risks.

If you have any doubt that an email has come from HMRC, then do not click on any links, give any personal details or reply to the email. You should send the email to us at phishing@hmrc.gov.uk

For more information please read the enclosed factsheet DSC1, 'Corresponding with HMRC by email'.

If you contact us, we can deal with you more quickly if you quote our reference number and provide a daytime phone number.

Yours faithfully



If Coronavirus (COVID-19) is affecting you or your business, you can find information online about the support that's available. Go to www.gov.uk and search for 'Coronavirus guidance and support'.

To find out what service and standard of behaviour you can expect from us, go to www.gov.uk and search for 'HMRC Charter'.