



Helping older people with their tax queries

TAX  **HELP**

Free, expert, independent tax advice for those on low incomes

Tax Help for Older People, have been providing free, independent and expert advice specifically for older people on lower incomes for over 20 years. Our vision is for vulnerable people on lower incomes to understand the bits of the tax system that apply to them, pay only the right amount of tax and help them resolve crises when things go wrong.

Tax Help for Older People supports older people grappling with pension tax, allowances, PAYE coding and self-assessment. 50% of our beneficiaries are over 75. Many struggle with bereavement in addition to poor health, isolation and no support network to turn to. Sensory disabilities and paper records can make the helpline and digital channels difficult so our network of volunteers can provide help in secure centres or in people's homes.

Tax is a complex and ever-changing challenge for many people. There are serious consequences for those who get it wrong. Good tax advice makes a huge difference to outcomes. Too many people cannot afford this advice and reach out to advice and other community services for support.



Contact us to:

- access income tax advice
- to review HMRC documents and communication
- advice on pensions tax
- advice on PAYE
- advice on Marriage Allowances
- advice on tax position after bereavement

We operate across the UK from our office based near Bridport in Dorset, assisted by a team of staff along with a national network of over 300 tax volunteers across the UK. These volunteers devote their time and expertise because they recognise how difficult the tax system can be for older people who can't afford professional advice, and they want to use their skills to benefit the community; most of them are currently practising or retired tax professionals, including HMRC staff, accountants and lawyers.

Our website: www.taxvol.org.uk provides basic information on the UK tax system including:

- Links to organisations providing additional support
- Frequently Asked Questions
- HMRC information
- Our Tax Help publications
- Easy to follow guides



We work alongside TaxAid, who provide help to the self-employed and working age people on low incomes when they get into difficulties with their tax affairs.

Contact TaxAid on **0345 120 3779** or the contact form on their website: <https://taxaid.org.uk/contact>

Call Tax Help on: **01308 488 066**

Email: taxvol@taxvol.org.uk

Please quote: 'BBC Conference' when contacting our helpline

Providing tax help to all who need it



Tax Help for Older People

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