



*June 2025*

### ***Share your views on HMRC's customs processes through a new Trade Panel***

Ipsos, an independent research agency, is carrying out important research on behalf of HMRC and is piloting a new 'Trade Panel' for UK businesses that trade, or facilitate the movement of goods, with other countries. This will give you the opportunity to help HMRC to improve customs policies, processes and support for businesses like yours.

#### **What does being on the Trade Panel involve?**

- You may receive a letter from Ipsos in June 2025 inviting you to join the Trade Panel. To join, Ipsos will need to confirm some details about your business, recent trading experiences and customs activities via a short 15-minute phone survey; someone from Ipsos' Edinburgh office may call you in June or July from an 0131 number.
- Businesses that agree to join the Trade Panel will be invited to take part in short quarterly online surveys and other occasional ad-hoc research on relevant topics.
- The Trade Panel will initially run until October 2025 but may be extended.
- Participation is voluntary, but **we encourage you to participate**.
- If you do not receive an invitation to participate in the panel, this is because businesses are chosen at random from HMRC records of organisations that trade, or facilitate the movement of goods, with other countries. In this instance, there is not an option to sign-up to the panel separately, however panel membership will be refreshed on an annual basis, meaning new businesses will be invited to join the panel each year.

#### **What are the benefits of being on the Trade Panel?**

- The Trade Panel is being set up by Ipsos, on behalf of HMRC, to better understand the experiences, challenges, and needs of UK businesses involved in global trade. Taking part in Trade Panel studies will help HMRC shape customs policies and processes and improve the quality of support it provides to businesses like yours.



- As a thank you for being on the Trade Panel, you will be kept updated on new and interesting research publications related to the research panel, including any research that you participate in.
- We know businesses like yours often receive many research requests. The Trade Panel aims to reduce this burden as much as possible, and to give you advance notice of upcoming research studies. Using the information you provide when you first join the panel means Ipsos can better manage which studies you're invited to take part in to ensure these are as relevant as possible to your business.

### How will the information you provide be used?

- The information you provide will be used for research purposes only. Ipsos will combine your responses with those from other participating businesses in a way that ensures you will not be identifiable in any reporting.
- Everything you say will be treated in the strictest confidence. HMRC may want to link your survey data to other information about your business held by HMRC or other government departments and organisations. Ipsos would only identify you to HMRC for this purpose with your permission.
- For more information on how HMRC protects data they hold about you, search for 'Research at HMRC' on GOV.UK.

### Who can I contact for more information?

- For more information on the panel, you can contact Ipsos at [tradepanel@ipsosresearch.com](mailto:tradepanel@ipsosresearch.com) or Andrew Harding at HMRC by emailing [traderesearch@hmrc.gov.uk](mailto:traderesearch@hmrc.gov.uk). Please quote "HMRC Traders Panel Research" in the subject line of your email.
- You can also check the authenticity of the research by searching for 'HMRC genuine contact' on GOV.UK; select 'Check genuine HMRC contact that uses more than one communication method'; and read the information under the title 'Traders and intermediaries research panel'.