

Branch Briefing

REVENUE & CUSTOMS GROUP

To: **All PCS Branch Secretaries**

cc: **Branch Chairs, Branch Organisers, Group Executive Committee, Equality Chairs, VOAC** (for information)

Can this Briefing be circulated via HMRC IT systems: **NO**

Website: **YES**

Action: **For the attention of all PCS representatives**

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MEMBERSHIP SUPPORT CENTRE

Temporary reduction in telephone access

- ***Telephone access to Support Centre reduced for 3 weeks from Monday 8 August***

The PCS Membership Support Centre is dealing with a large volume of email queries and pay tapes, necessary to complete the data cleansing exercise ahead of the industrial action ballot.

As a consequence, for a three-week period the Support Centre will be operating a reduced telephone service. A message will be added to the telephone service shortly, to notify callers.

The revised operating times for the phone service will run from Monday 8 August to Friday 26 August. The temporary telephone service access times are as follows:

- Monday – Thursday: 9:00am -12:00noon
- Friday: No service.

During the reduced access period, branches can ease the pressure on the Membership Support Centre by directly assisting members who wish to update their details [via PCS Digital](#).

MARTIN KELSEY
Group Secretary

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