# British Taxpayers Wait Almost 800 Years on Hold with HMRC, Reveals National Audit Office



British taxpayers spent an accumulated total of almost 800 years on hold with HM Revenue & Customs (HMRC) last year. This figure comes from the National Audit Office and highlights significant inefficiencies in the tax office's customer service. For those who managed to get through to an adviser, the average wait time was 23 minutes, up from five minutes in 2019.

Several factors contribute to these prolonged hold times, including cost-cutting measures, ineffective management, and an incomplete transition to digital services. Notably, a significant portion of these delays affects people trying to fulfill their tax obligations.

Everyday administrative tasks are becoming increasingly cumbersome for people attempting to manage their lives digitally. Instances include long hold times for subscription cancellations, challenges in banking services, and issues with online account management.

The increased digitization of services, aimed at convenience, often falls short due to cost-saving measures that ignore the inefficiencies and frustrations faced by users.