

Where to get help or advice on issues relating to the end of the transition period

A range of guidance have been published to assist businesses and citizens to prepare for changes from the end of the transition period. This fact sheet summarises the different guidance documents available, as well as setting out methods by which businesses can get in touch with organisations for more information or assistance.

Please note that the availability of helplines and online functions may operate under restricted hours during the Christmas period. These will vary depending on the service in question. Please review online guidance in the first instance to check whether this provides the solution to your query.

Customs

Support and advice on customs processes for moving goods between GB and NI (including transit through Ireland) is available.

The new Trader Support Service should be the first port of call for customs advice for GB – NI trade. This service is free and open to all businesses. Information and training is available at:

<https://www.tradersupportservice.co.uk/tss>

Businesses can also seek help through the '[Submit an enquiry](#)' function on the website.

Or by calling the Trader Support Service contact centre 0800 060 8888 (07:30-22:30)

HMRC can also be contacted on queries regarding customs between GB and NI. Support is available through submission of questions online, webchat and phone:

<https://www.gov.uk/government/organisations/hm-revenue-customs/contact/customs-international-trade-and-excise-enquiries>

Regulation of manufactured goods

Detailed guidance is available on regulatory processes, such as labelling and CE marking requirements, for businesses which place goods on the market in GB, NI or the EU.

Placing manufactured goods on the market in Great Britain from 1 January 2021

<https://www.gov.uk/guidance/placing-manufactured-goods-on-the-market-in-great-britain-from-1-january-2021>

Placing manufactured goods on the market in Northern Ireland from 1 January 2021

<https://www.gov.uk/guidance/placing-manufactured-goods-on-the-market-in-northern-ireland-from-1-january-2021>

Placing manufactured goods on the EU market from 1 January 2021

<https://www.gov.uk/guidance/placing-manufactured-goods-on-the-eu-market-from-1-january-2021>

If you require further assistance with goods regulation issues, BEIS has a contact function.

You can email goodsregulation@beis.gov.uk or call the Office of Product Safety and Standards on 0121 345 1201.

Chemicals

Detailed guidance is available for businesses involved in the import or export of chemicals, on how responsibilities and processes may change from the end of the transition period. These are summarised in the checklist at the following link: [EU Exit: Chemicals - steps to take if you import from Great Britain to Northern Ireland \(nibusinessinfo.co.uk\)](https://nibusinessinfo.co.uk/eu-exit-chemicals)

Invest NI has a series of webinars on chemicals available through this [link](#).

If you require further information or technical assistance or advice please contact the UK Helpdesk by following this [link](#).

Agri-food goods

Detailed information relating to the movement of agri-food goods, as well as links to further assistance, is available from DAERA: <https://www.daera-ni.gov.uk/eu-exit-questions-answers>

For matters which aren't devolved to NI, or relate to GB to NI trade, Defra has contact details at this following link: [Contact Defra - GOV.UK \(www.gov.uk\)](https://www.gov.uk/contact-defra)

Food Standards Agency Health and ID marks; Labelling; Import information relating to high-risk food and feed not of animal origin (HRFNAO). FSA general helpline number 0330 332 7149
FSA in NI number 028 9041 7700. Hours: M-F 09.00-17.00

Services

The Market Access Policy Simulator (MAPS) tool gives businesses who are exporting or importing services from the Republic of Ireland information about the potential regulatory barriers they may experience following the UK's exit from the EU.

[EU Exit: Market Access Policy Simulator \(MAPS\) | nibusinessinfo.co.uk](https://nibusinessinfo.co.uk/eu-exit-market-access-policy-simulator)

Data

If you require assistance with matters relating to the movement of data between the EU, including Ireland and the UK, the Information Commissioner's Office (ICO) has information:

[Data Protection at the end of the transition period | ICO](https://ico.org.uk/for-the-public/your-data/eu-exit)

If you require further assistance, the ICO has a contact number 0303 123 1113 and a live chat function [here](#)

EU Settlement Scheme

If you're an EU, EEA or Swiss citizen, you and your family can apply to the EU Settlement Scheme to continue living in the UK after 30 June 2021. You can also apply if you're the family member of [an eligible person of Northern Ireland](#).

[Apply to the EU Settlement Scheme \(settled and pre-settled status\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/apply-to-the-eu-settlement-scheme)

Other general help and assistance

NI Business Info

The NI Business Info website hosts an EU Exit 'one stop shop' containing links to relevant guidance for various issues, including customs processes, chemicals, data transfer and goods regulation.

[EU Exit: Support for your business | nibusinessinfo.co.uk](https://nibusinessinfo.co.uk)

The following checklist highlights the key actions that your business must take to get ready for the changes at the end of this year:

[EU exit readiness checklist - 10 steps to take | nibusinessinfo.co.uk](https://nibusinessinfo.co.uk)

Do you work with suppliers in GB? There are steps that they will need to take to continue to sell or move goods to Northern Ireland from 1 January 2020. Avoid potential disruption to your business and know the steps that your suppliers should take to prepare. You can share the following checklist with them:

[Selling or moving goods to Northern Ireland from Great Britain: Guidance for businesses in GB \(PDF, 374K\).](#)

Invest NI

Invest NI has a range of EU exit support services available on their website:

[Prepare for EU Exit | Invest Northern Ireland \(investni.com\)](https://investni.com)

Invest NI has a series of detailed webinars on actions businesses need to take now including:

- Strategic Sourcing and Supply Chain
- Trader Support Service
- Commodity Code quick guide
- Incoterms
- VAT
- Data
- People movement and immigration

<https://www.investni.com/prepare-for-eu-exit/eu-exit-video-tutorials>

Invest NI has a helpful list of frequently asked questions on EU exit. You can also submit a question if the answer to your query is not available online: [EU Exit frequently asked questions | Invest Northern Ireland \(investni.com\)](https://investni.com)

Other generic contact details are available at the following link: [Contact Us | Invest Northern Ireland \(investni.com\)](https://investni.com)

InterTradeIreland

InterTradeIreland has a range of EU exit support services available on their website, particularly for those businesses which operate across the island of Ireland, and with supply chains from GB:

<https://brexit2020.intertradeireland.com/> for details of information provision.

InterTradeIreland has a helpful list of frequently asked questions on EU exit. You can also submit a question if the answer to your query is not available online: [FAQ \(intertradeireland.com\)](https://www.intertradeireland.com/faq)

Consumer issues

ConsumerLine - You can use this service to make a complaint against a trader, report a fraud or ask about your consumer rights. Please click the link below:

<https://www.nidirect.gov.uk/services/contact-consumerline-make-complaint-or-ask-advice>

Consumer Council NI – The Consumer Council can offer expert advice on consumer related EU Exit issues, accessible through their website: [EU Exit: Important Consumer Advice | Consumer Council](https://www.consumer-council-ni.gov.uk/eu-exit-important-consumer-advice)

District Council	Email Address	Phone Number
Antrim & Newtownabbey	envhealth@antrimandnewtownabbey.gov.uk	028 9446 3113 (Antrim) 028 9034 0000 (N'abbey)
Ards & North Down	fsaincoming@ardsandnorthdown.gov.uk	0300 013 3333
Armagh Banbridge & Craigavon	foodsafety@armaghbanbridgecraigavon.gov.uk	0300 0300 900
Belfast	environmentalhealthservice@belfastcity.gov.uk	028 9032 0202
Belfast Port Health	porthealth@belfastcity.gov.uk	
Causeway Coast & Glens	food@causewaycoastandglens.gov.uk	028 7034 7034
Derry & Strabane	food@derrystrabane.com	028 7125 3253
Fermanagh & Omagh	fs@fermanaghomagh.com	0300 303 1777
Lisburn & Castlereagh	ehealth@lisburncastlereagh.gov.uk	028 9250 9250
Mid & East Antrim	food@midandeantrim.gov.uk	0300 124 5000
Mid Ulster	foodsafety@midulstercouncil.org	0300 013 2132
Newry, Mourne & Down	food@nmandd.org	0300 013 2233