

Missing proof or origin claims now added to the online service for security deposits – Customs Declaration Service (CDS)

Dear customer,

You can now claim back a security deposit or guarantee paid at the time of import for goods eligible for a preferential rate of duty, where the proof of origin was not provided at the time of import.

You can access the online service by clicking on the 'Claim now' button on the following guidance page: [Claim back an import security deposit or guarantee](#).

To use this service, you must be [subscribed to CDS](#).

Security deposits you can claim

You can now submit a claim online for:

- missing proof of origin
- temporary admission
- inward processing relief
- authorised use (Great Britain) or end use (Northern Ireland) relief

Who can use the online service

You can claim if you are an importer, a customs agent, freight forwarder or express operator acting on behalf of the importer.

Private individuals or any party that is not a business or company cannot use this service.

Once submitted, you can view all your claims in the [claims dashboard](#).

Further information

If you have any questions, including help with subscribing to CDS and general import enquiries, [please contact us through one of our channels](#). You can also speak to your Account Manager or Customer Compliance Manager if you have one.

We will continue to provide information and guidance to support your business in making import declarations through CDS. To receive updates and notifications about CDS, please ensure we have your [preferred email address](#).

We are eager to hear your views on claiming security deposits, overpayments (C285) or rejected imports (C&E1179).

This opportunity is only available for a limited time to help us improve our services.

You can get in touch with Sruthi directly with your feedback at sruthi.james@digital.hmrc.gov.uk or we're happy to arrange a 30-minute call at a time that works for you. We really appreciate hearing from you.

Yours faithfully,

HM Revenue & Customs