National Insurance General Enquiries

National Insurance (NI) general enquiries can help you to:

- apply for a national insurance number
- find your NI number
- check your contributions or record
- answer your questions

You can use their online tool, download their app, contact them by phone or post.

This is a government service provided by HM Revenues and Customs

Last updated: October 27, 2025

Telephone: 0300 200 3500

Telephone note: National Insurance enquiries

Telephone 2: 0300 200 3519

Telephone 2 note: Textphone

Telephone 3: + 44 191 203 7010

Telephone note 3: Outside UK

Website: https://www.gov.uk/government/organisations/hm-revenue-customs/contact/national-insurance-enquiries-for-employees-and-individuals

Opening Hours: Monday to Friday, 8am to 6pm
Closed weekends and bank holidays.

Address:
HM Revenue and Customs
PT Operations North East England
Benton Park View
Newcastle Upon Tyne
NE98 1ZZ

Related Articles

National Insurance