



HM Revenue
& Customs

Silkie Carlo

By email: [REDACTED]

Freedom of Information Team
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Email foi.request@hmrc.gsi.gov.uk

Web www.gov.uk

Date: 10 January 2019
Our ref: FOI2018/02721

Dear Silkie Carlo

Freedom of Information Act 2000 (FOIA)

Thank you for your request, which was received on 10 December, for the following information:

“I write to request information and records under the FOIA, regarding the use of voice identification (“Voice ID”).

Please could you provide me with:

- a) The number of users currently enrolled with a Voice ID.
- b) The number of users who have requested that their Voice ID be deleted from the HMRC system.
- c) How many of these deletion requests have been completed.”

I can confirm HMRC holds information to answer your request. As of 15 December 2018:

- 6,959,670 users were enrolled with a voice ID.
- 87 customers had directly requested their voice ID be deleted from the HMRC system. 85 of those have been deleted with two awaiting further information from customers.
- 162,185 customers had opted out of using the HMRC Voice ID system. Opting out results in their Voice ID being deleted from the HMRC system. All 162,185 have been deleted.

If you are not satisfied with this reply you may request a review within two months by emailing foi.review@hmrc.gsi.gov.uk, or by writing to the address at the top right-hand side of this letter.

If you are not content with the outcome of an internal review you can [complain to the Information Commissioner's Office](#)

Yours sincerely,

Freedom of Information Team