

Contact details

While we hope that most people will be able to find what they need on GOV.UK, there are call centre facilities available. All Defra's EU Exit helpline numbers are set out here, organised by subject matter: www.gov.uk/guidance/contact-defra

Query Type	Organisation	Email / Link	Phone
Covid-19 or EU Exit communications queries	Defra Comms		externalaffairs@defra.gov.uk
APHA International Trade	APHA	SSC.Carlisle@apha.gov.uk	03000 200 301
Importing and Exporting plants, plant products and seeds ;	APHA	planthealth.info@apha.gov.uk	0300 1000 313
Notifiable animal disease (for example, Avian Influenza)	APHA	customeradvice@apha.gov.uk	03000 200 301
Animal welfare in transport enquiries	APHA	wit@apha.gov.uk	03000 200 301
Exports of animal, animal products (where export health certificate needed) and imports of live animals	APHA	exports@apha.gov.uk	0300 020 0301
Import queries (animals)		Imports@apha.gov.uk	
Import of Products, Animals, Food and Feed system (IPAFFS), Animal Health & Welfare Management and Enforcement system (AMES), Trade Control and Expert System (TRACES) and Sam (for submitting TB test results)	APHA	APHAServiceDesk@apha.gov.uk	03300 416 999
Export live aquatic animals (fish, shellfish and crustaceans) for aquaculture and ornamental purposes (where export health certificate needed) and import of live aquatic animals	FHI	fhi@cefas.co.uk	01305 206700

Agri-trade intelligence: Trade related insights or issues from stakeholders on specific primary commodities.	Defra AFC	Agritrade@defra.gov.uk	NA
Food incident	FSA	foodincidents@food.gov.uk	020 7276 8448
Overseas Consignments	FCDO	Contact Form: Contact an embassy, high commission or consulate	
Movement assistance scheme: You can get advice from the Movement Assistance Scheme (MAS) helpline on moving agrifood goods from Great Britain (England, Scotland and Wales) to Northern Ireland	Defra		0330 0416 580
Main Customs & International Trade National Clearance Hub (24/7)	HMRC		0300 322 9434 0300 322 7900