



Animal &
Plant Health
Agency

APHA Briefing Note 09/22

Movement Assistance Scheme: Changes to the enquiry helpline

Date issued: 10 March 2022

Purpose

To inform Official Veterinarians (OVs) and other certifiers that the current Movement Assistance Scheme (MAS) helpline number will close on 1 April 2022.

Certifiers should instead contact Defra using the numbers below with MAS and Great Britain to Northern Ireland trade enquiries.

Background

To provide a more efficient service, the 0330 0416 580 MAS helpline number is to close on 1 April 2022. All enquiries will instead be managed by Defra using the numbers below.

Further Information

For queries contact Defra:

Where an export health certificate (EHC) is needed to move animals and animal products to Northern Ireland from Great Britain, call **03000 200 301**.

For other enquiries [please see the Contact Defra web page](#).

Useful Resources

Full details of MAS are included in a Frequently Asked Questions (FAQ) document stored on the [GB-NI Trader Showcase site](#).