



Department for  
International Trade



# Export Support Service



### What is the Export Support Service?

- The Export Support Service is a government service run by the Department for International Trade (DIT).
- This online digital service is your first point of contact to get answers to questions about **exporting your products or services to customers in Europe, Eastern Europe and Central Asia**.
- Businesses can submit an online form to the service and a **call-back** facility is available for those who wish to speak to someone about their enquiry.
- It can also help you **navigate other government services** so you can find further support about trading with Europe and other markets, such as DIT's International Trade Advisers and the Export Academy.
- The Export Support Service will **expand to cover all global markets** by April 2023.





### Who can use the service?

- Any UK based business that is exporting or considering exporting. Everyone is eligible: no matter the size of your business, how much you export or where in the UK you are based.

### Is it a free service?

- Yes, the service is completely **free for UK businesses**.

### What sort of questions can be asked?

- The service can provide **information and guidance** for questions about exporting. It can also help customers navigate the guidance on **GOV.UK and other support services**.
- The Export Support Service manages various questions on topics including rules of origin, guidance on recognising professional qualifications, entering new markets and supports services and goods businesses.

### Why do you provide this service?

- DIT launched the Export Support Service so UK businesses can get answers to questions about exporting. It offers cross government information and support **all in one place**.
- We have listened to businesses and streamlined government support to make it easier for exporters to access the information they need at **every stage of their exporting journey**.



The Export Support Service currently covers 53 markets:

European Free Trade Association (EFTA)	European Union (EU) candidates
Iceland	Albania
Liechtenstein	Montenegro
Norway	North Macedonia
Switzerland	Serbia

exports – exports – exports



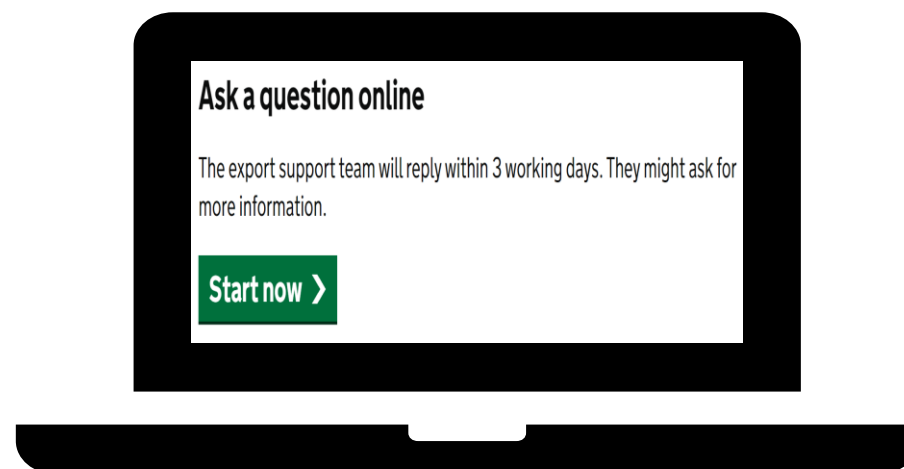
EU		
Austria	France	Malta
Belgium	Germany	Netherlands
Bulgaria	Greece	Poland
Croatia	Hungary	Portugal
Cyprus	Ireland	Romania
Czechia	Italy	Slovakia
Denmark	Latvia	Slovenia
Estonia	Lithuania	Spain
Finland	Luxembourg	Sweden

Other	Andorra Bosnia and Herzegovina Belarus Israel	Monaco San Marino Vatican City Kosovo	Ukraine Russia Armenia Azerbaijan	Georgia Kazakhstan Kyrgyzstan Moldova	Mongolia Tajikistan Turkey Turkmenistan Uzbekistan
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The service will expand to cover more global markets by April 2023.



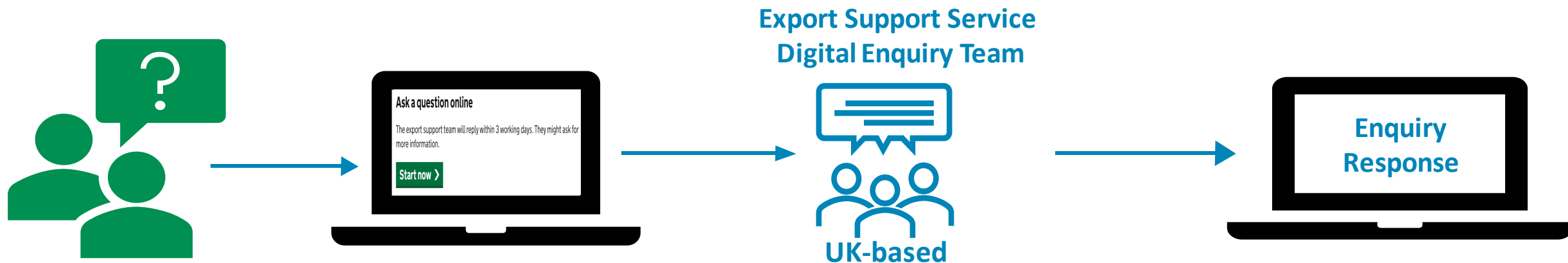
## Submit a short online form



- ✓ **VISIT:** [www.gov.uk/ask-export-support-team](https://www.gov.uk/ask-export-support-team)
- ✓ **Submit** question(s) on the online form



## How does the online form work?



UK businesses

- ✓ Simple queries are handled by the enquiry team.
- ✓ Complex queries are sent to the Policy Hub or, if a UK business needs support within Europe, the Export Support Service Market Access Centre.
- ✓ Call-back facility available.

Responds to:

- ✓ Simple queries within 3 working days.
- ✓ Complex queries within 10 working days.

