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www.gov.uk/government/organisations/insolvency-service

DEAR INSOLVENCY PRACTITIONER
Issue 93 – March 2020

Message from the Insolvency Service

Dear Reader

Please find enclosed the latest updates from the Insolvency Service on the steps being taken during the Covid-19 pandemic. These cover changes to the way we deliver our services as a result of government instructions to stay at home.

In order to ensure you are kept up to date with key changes and any matters that may affect you, we will be issuing a weekly Dear IP bulletin for the foreseeable future.

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80) Electronic Signatures on Requisitions

As part of our business continuity planning during Covid-19 and to ensure we can support flexible working arrangements, we have been reviewing the payment process. As a result, it has been agreed that with immediate effect, electronic signatures on requisitions will be accepted.

The signature will still be checked against the signature that is held on our database, however we will no longer be checking that it is a wet signature.

Unfortunately, we are not in a position at present to accept payment requests electronically, therefore you will still need to post your requisitions. We are working on a solution that will allow us to accept requisitions by e-mail and will keep you updated on progress.

Enquiries regarding this article may be sent to:
CustomerServices.EAS@insolvency.gov.uk

2) Covid-19 updates 27.03.20

As a result of the Covid-19 pandemic, the decision has been made to close all Official Receiver (OR) offices and the Long Term Asset Distribution Team (LTADT). Alternative contact details for each OR's office can be found [here](#) and for LTADT [here](#).

While our offices are closed, we will not be able to process any physical [mail](#) sent to the OR. We will aim to deal with emails promptly, but please bear with us as we expect the closure of offices to result in an increase in messages requiring a response. If you need to send us attachments to emails, please ensure you take steps to minimise the file size, for example by zipping the documents.

Whilst our offices are closed, we are currently unable to issue redundancy payments by cheque. In order to ensure that redundancy payments are not delayed we are accepting bank details by email so that electronic payments can be made. [Instructions](#) on how to provide this information by email are available on Gov.uk.

As a result of the office closures, our telephones are also closed and are not being monitored. [ISCIS online](#) remains available for insolvency practitioners and enquiries can also be made by email to Customerservices.eas@insolvency.gov.uk. We aim to deal with emails promptly, but please only email us if absolutely necessary.

As both the Insolvency Enquiry Line and the Redundancy Payments helpline are also closed, we have published a new directory of [guidance](#) to enable people to self-serve and this also provides answers to frequently asked questions.

Due to both the office and telephone closures we are now only able to accept complaints [online](#) or by email.

New measures introduced in the last week mean that we can now accept Individual Voluntary Arrangement fees [electronically](#) and requisitions by [email](#).