



## Update on service levels

You will be aware of continuing delays to some of our services which are affecting Insolvency Practitioners (IPs) who are:

- notifying insolvencies
- submitting paper returns
- requesting repayments
- waiting for confirmation that matters are concluded.

We apologise for these delays and assure you that we are working hard to bring service levels back to normal.

The delays have happened as a result of issues with a new IT platform and delivering the COVID support schemes.

In recent weeks we have taken steps to improve our processes and increase the number of colleagues supporting insolvency activity and our service levels are improving.

We hope to be back to the under thirty days level of service you experienced before Covid for

- raising of Members Voluntary Liquidations (MVL) cases during September
- VAT 426 claims service by the end of October.

As a result of the training and support required for the additional colleagues, you may experience temporary disruption to the availability of phone lines. We will notify you in advance of any temporary service disruption or removal.

In the short-term, we would ask you continue to only contact Enforcement & Insolvency Service (EIS) for urgent and new cases.

We have seen a significant number of calls asking for progress updates on cases. We fully understand why this is, but the time we spend on progress chasing means we have less time to work through the original requests.

The following EIS phone lines are up and running if you or your clients need further support:

Individual Bankruptcy	0300 3229242
CVL / Compulsory Liquidation	0300 3229241
Members Voluntary Liquidation	0300 3227815
Post Insolvency VAT	0300 3227018
VAT426 Team	0300 3229246

In addition to the activity outlined above, we are also making sure we have enough support for insolvency related workloads going forward as we plan for the ongoing financial impacts of Coronavirus on insolvencies in 2022 and 2023.

Thank you in advance for your continued patience and understanding.