

FREQUENTLY ASKED QUESTIONS  
IPA Membership Renewals 2023

**Q. Where can I find my IPA membership number/username?**

A. Your IPA membership number will be emailed in your first initial email. Alternatively, you can email the [Membership Team](#) or ring us on 0330 122 5237.

**Q. How can I change my password?**

A. You can change your password by clicking [here](#). Alternatively, you can email the [Membership Team](#) or ring us on 0330 122 5237.

**Q. How can I log into my account?**

A. You can log into your account by clicking the link [here](#).

**Q. When is the deadline for renewals?**

A. The renewals deadline for appointment takers is 30 November 2022; once we are in receipt of all appointment takers' completed forms, required fees, current enabling bond and professional indemnity insurance in force at 1 January 2023, the Secretariat will be able to issue you with your 2023 licence certificate. As per last year, the renewal date remains at 30 November 2022. This will not affect the licence period. The licence period for 2022 will be 1 January 2023 – 31 December 2023. All other members will have until 31 December 2022 to renew.

**Q. How can I upload my bond by 30 November, if my current enabling bond does not expire until a later date and my insurers will not issue it until then?**

A. You can upload your 2022 enabling bond, and when your 2023 enabling bonds becomes available, please forward to [membership@ipa.uk.com](mailto:membership@ipa.uk.com).

**Q. Who should I contact if I am having issues with my renewal?**

A. For any renewal queries, please contact the [Membership Team](#).

**Q. Can I change/upgrade my membership or licence status on my membership form?**

A. If you wish to upgrade your membership or licence, please contact the [Membership Team](#).

**Q. I have moved to a firm member, how do I receive the reduced rate?**

A. If you update your firm details in your account, you will automatically receive the reduced firm member rate.

**Q. I want to cancel my membership. What do I need to do?**

A. Please contact the [Membership Team](#) and we will be able to do this for you.

**Q. The boxes are blurry on my screen. How do I fix this issue?**

A. If you are using Internet Explorer, this could be causing your issue. In order to fix this issue, try logging in to your account using Firefox, Chrome, Safari or Edge.

**Q. I have submitted the form by mistake. Can I make amendments?**

A. Unfortunately, once a form has been submitted it cannot be amended. Please take care to ensure that your form has been completed correctly before submitting. Contact the [Membership Team](#) if you have a problem.

**Q. Why do I keep receiving reminder emails even though I have renewed?**

A. If you have updated your email address, the system will not recognise that you have renewed. Please contact our [Membership Team](#) to amend this for you.

**Q. One section of the renewal form asks about SARS/DAML SARS submitted this year. If the IP's firm is not regulated by the IPA for AML matters, does this information still have to be provided?**

A. Yes

**Q. In what format do I need to upload the attachments?**

A. Enabling Bond, Professional Indemnity Insurance, firm's latest accounts, continuity agreement and AML firm wide Risk Assessment documents need to be uploaded in PDF format. Case List needs to be uploaded in Excel.

**Q. Do I need to supply the continuity agreement if I take joint appointments?**

A. Yes, even if the remaining joint office holder has agreed to hold all appointments on a sole basis. If your firm's policy is that the appointments are to be held jointly, then you will need to have someone willing to take on those cases in a joint capacity. Either way it should be documented in an agreement and periodically reviewed. A copy of this agreement should be provided with your renewal form.

**Q. Can I upload more than one attachment at a time?**

A. Yes, you are able to upload more than one document at a time.

**Q. What information do you require on the case listing? Some of my cases are joint, do I include these?**

A. Please include all appointments whether they are sole or joint. Where joint, please indicate if you are the lead or second appointee.

**Q. The renewal form asks 'Number of staff directly employed who undertake work on appointments'. Do you require this information in respect of the whole firm, if a national practice, or just those directly employed in the relevant IP's office?**

A. Please confirm how many staff (wherever located) who are directly involved in the management of your cases.

**Q. For licence renewals, can we upload 1 document for everyone at our firm?**

A. No. In order to complete the renewal application, each individual appointment taker will need to upload the relevant documents. The system will not allow you to proceed without doing so.

**Q. Why am I being charged for AML when my firm is monitored for AML elsewhere?**

A. Even though we may not monitor your firm, we still have to monitor all individual licence holders for AML regardless of their firm arrangements.

**Q. Why have I been charged for the Northern Ireland Levy for my licence renewal?**

A. The Northern Ireland levy is something that has always been charged by the IPA as instructed by the Insolvency Service, however previously it had been integrated with the other levy charges. We have amended our reporting to show members the breakdown of charges.

**Q. What methods of payment do you accept?**

A. We accept payment by debit/credit card including American Express or by bank transfer. Depending on the payment method you prefer, there is a box at the end of the renewal form which allows you to select your preferred payment method. Debit and credit card payments can be made at the point of completing your renewal form. Bank transfer payments can be made once your renewal form has been completed.

**Q. What are your bank details?**

A. Our bank details are as follows. Please ensure that you put your individual reference number that has been given to you in the reference box on your bank page. **The reference number will be made up of the following format M-XXXXXX-X-XX and can be found in the payment page of your application:**

**Bank:** Barclays Bank PLC

**Account Name:** Insolvency Practitioners Association

**Sort Code:** 20-37-83

**Account Number:** 40215066

**Reference Number** – Please ensure that the M reference number as per the example stated in the question above is entered as part of your payment

**Q. Do I need to enter a particular reference number when I make a bank payment?**

A. Yes you will need to enter the M reference that is given to you on the payment page on your application. The reference number starts with an M and is in the following format - **M-XXXXXX-X-XX**

**Q. I need to make a bulk payment for various members. How do I do this?**

A. You can make a bulk payment to the bank account listed above. However, please ensure that you send a copy of the remittance to [accounts@ipa.uk.com](mailto:accounts@ipa.uk.com) so that we can allocate the payment against the correct members. Individual licences will not be issued until payment has been allocated against them.

**Q. What reference do I need to enter if I am making a bulk payment?**

A. You can enter one of the M reference numbers and as long as we receive a remittance, then we can use that remittance to allocate the rest of the payment appropriately.

**Q. I am having trouble making payment.**

A. If you are having issues making payment, please contact our [accounts team](#) and they will be able to assist you.

**Q. Where is my invoice?**

A. Your invoice will be e-mailed to you automatically once your renewal form has been both completed and submitted. If you cannot locate your invoice in your e-mail inbox, please check your spam/junk folder. If you still cannot locate the invoice in any of your e-mail folders, please contact the [accounts team](#).

**Q. Where is my payment receipt?**

A. Receipts for credit/debit card payments are e-mailed to you automatically once payment has been authorised. Receipts for bank transfers are e-mailed to you upon receipt of payment. Please allow up to 10 working days to receive a receipt for bank transfer payments.

**Q. Can I change my billing address?**

A. If you are logged into your account, you can update your address in your profile [here](#). Once you have started your renewal, there will be an option for you to update your address if the current details that we hold on our finance system are out of date.