



Update

In October we explained that we had a problem that is specifically affecting insolvency cases, caused by the introduction of a new IT platform.

We explained that the problem was affecting Insolvency Practitioners who are:

- notifying insolvency
- submitting paper returns
- requesting repayments
- awaiting confirmation that all matters are concluded.

Temporary solution

We have been working to resolve this issue and now have a temporary solution which will improve our service to you.

We're using a workaround to reduce the number of outstanding cases, so that you can progress yours. This includes the issue and processing of paper returns, enabling those cases to be progressed. We've now got more people working on this and you should start to receive returns for completion shortly.

Please help us by not following up affected cases

We're sorry for the frustration this situation is causing you. We know that you want to get things done as speedily as possible and manage cases efficiently – it's what we want too.

We fully understand why you are contacting us to find out what's happening with cases, but our time spent on these queries, and time spent on duplicate requests, means less time for us to work through the original requests and reduce the backlog. Please do not follow these cases up.

For some cases the workaround, a manual process, is the only solution, and we need as many people as possible to spend as much time as possible to sort these cases as quickly as we can and clear the backlog.

We greatly appreciate you helping us by not following up cases affected by this issue, as we work to clear the backlog. We will also be closing telephone lines for EIS Newcastle from the 30 November until the 11 December as people undertake the essential training required to deliver this temporary solution.

What happens next

Once we've completed the initial steps of the workaround on the backlog, we will be able to provide you with a timescale for completion of cases. We'll give you that as soon as we can.

We're very grateful for your patience and we're sorry for the impact the delays are having on you.