INSSight Rollout Update – New Go-Live Date and Key Information

This update provides key information about the upcoming rollout of our new internal case management system, INSSight, which supports Official Receiver Services and Estate Accounts, including banking. It outlines changes that may require your attention or preparation. Please take a moment to review this important information.

Transition timeline

The transition to INSSight will begin in late October and continue into early November.

INSSight is not replacing ISCIS Online

Insolvency Practitioners will continue to use the same system to access banking information for insolvent estates. ISCIS Online will be available throughout the rollout period and will reflect the processing that we are able to carry out during this time.

Financial Transactions and Bulk Transfers

The following requests may take longer than usual to process:

- Payment requests by cheque or BACS
- Allocation of receipts received into the Insolvency Service Account (ISA) to the relevant estate
- Actioning of bulk transfer of cases

You can continue to send these requests to us during this period, and we will aim to process these as soon as possible. We will notify you if there is any significant impact on processing times because of the rollout.

Individual Insolvency Register (IIR)

You will be able to access the IIR throughout the rollout period, however there will be a short period when we will not be recording new IVA registrations or new bankruptcy orders in our system. Debt Relief Orders will be unaffected and will appear on the IIR as normal.

It will be a priority to back-capture IVAs and bankruptcy orders made during this period, so that they appear on the IIR as soon as possible.

Find an IP

You will be able to access the Find an IP service as normal, although it may take longer to update with changes to IP details.

Director Conduct Reporting System (DCRS)
There will be no interruption to this service, which can be used throughout the rollout period.

Official Receiver Services
Access to information to consider creditor nominations for routine appointments of Insolvency Practitioners as office holders will be limited, along with case information to hand over following appointments. Any urgent matters will be progressed as quickly as possible.

New Templates and Guidance

As part of the INSSight rollout, Insolvency Practitioners are asked to begin using new templates from Monday 03 November 2025. These templates are designed to streamline the submission of key information and improve processing efficiency.

The templates cover the following areas:

- *Unclaimed Receipts:* Used to report unclaimed funds and associated creditor listings. Must be submitted with CAU form 103 or 104. Use subject header: 'IP Unclaimed'.

- *Cheque and BACS Payment Requisitions:* Separate templates for each payment method. Must be submitted with CAU form 101, 105, or 109. Use subject header: 'IP Requisitions'.

- *IVA Registrations:* Used to register new IVAs. Include the Lead Supervisor's name and INSS IP Number. Use subject header: 'IVA Registrations'.

- *Bulk Transfers:* Used to notify us of bulk transfers of bankruptcy, compulsory liquidation, and non-compulsory liquidation cases. Include a signed court order. Use subject header: 'IP Bulk Transfer'.

All templates should be submitted in CSV format from an authorised email account.

For more information and to access the templates, please click here.

Support

If you need help during the rollout, please contact:
- Estate Accounts and Scanning: CustomerServices.EAS@insolvency.gov.uk
- Senior Official Receiver Team: SOR.Operations@insolvency.gov.uk
- General queries: FCMC@insolvency.gov.uk

Thank you for your continued cooperation.