

This leaflet explains how to contact the Insolvency Enquiry Line if you have a general enquiry about insolvency.

### **What is the Insolvency Enquiry Line (IEL)?**

The IEL gives general information about:

- the law on insolvency and redundancy if your employer becomes insolvent;
- what happens when you are insolvent or redundant because your employer is insolvent;
- what official receivers do; and
- what redundancy payments offices do.

You may also find the answers you need, or information to help you ask more specific questions, from the information leaflets published by The Insolvency Service. You can get the leaflets from our offices, or download them from The Insolvency Service website. Online you will also find our answers to frequently asked questions (FAQs), and the Insolvency Enquiry Line Reference Guide, which contains general information on most of the topics we're asked about. Visit The Insolvency Service website at [www.insolvency.gov.uk](http://www.insolvency.gov.uk).

### **How can I contact the IEL?**

You can:

- email either from our website ([www.insolvency.gov.uk](http://www.insolvency.gov.uk)) in 'Contact us' or to

Insolvency.Enquiryline@insolvency.gsi.gov.uk; or

- telephone on 0845 602 9848; or
- write to The Insolvency Service,  
Enquiry Line, PO Box 15394,  
Birmingham B16 6HT.

### **What kinds of questions can the IEL deal with?**

We can only deal with enquiries that directly relate to insolvency. If your query relates directly to other laws, such as the Companies Act 2006 or Consumer Credit Act 1974, we may suggest you contact another government department or agency. We do not give advice. We give information that will help you decide what action, if any, is best for you.

We cannot give specific information on particular cases. We will refer all such enquiries to the appropriate official receiver or insolvency practitioner appointed to deal with the case.

### **What standard of service can I expect from the IEL?**

The Insolvency Service's Charter sets out the IEL's standards of service, as follows:

- If you call our Insolvency Enquiry Line, we will answer your call between 8am and 5pm, Monday to Friday. We aim to answer 95% of calls within 20 seconds. We will try to answer immediately all general questions and requests for information on

insolvency law; what you must do when made insolvent; and what the official receiver will do. If we cannot answer immediately, we will find out the answer and get back to you within 24 hours.

- If you write to or email us, we will reply within 15 working days of receiving your letter or message, if a reply is needed. Our reply will state the name and phone number of the person replying. If we need to do more research before we can give a full reply, we will send an interim reply within 5 working days. It will tell you when you can expect a full reply.

The enquiry line is not staffed overnight or on weekends. So emails sent at these times will be received on the next working day.

Note: The Insolvency Service and official receivers cannot provide legal or financial advice. You should seek this from a Citizens Advice Bureau, a solicitor, a qualified accountant, an authorised insolvency practitioner, a licensed conveyancer, or a reputable financial adviser or advice centre.

## Any Questions

### Information on the Insolvency Enquiry Line

[insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk)

0845 602 9848