



Insolvency Practitioner Regulation Section  
16<sup>th</sup> Floor  
1 Westfield Avenue  
Stratford  
London  
E20 1HZ

Tel: 020 7291 6771

[www.gov.uk/government/organisations/insolvency-service](http://www.gov.uk/government/organisations/insolvency-service)

**DEAR INSOLVENCY PRACTITIONER**  
**Issue 99 – May 2020**

*Message from the Insolvency Service*

*Dear Reader*

*Please find enclosed the latest updates from the Insolvency Service on the steps being taken during the COVID-19 pandemic.*

*In this issue:*

*Information/Notes page(s):*

**Chapter 29**

Article 13

Article 14

**COVID-19**

Companies House: Filing of Insolvency Documents

HMRC: Incorrect refusal of Job Retention Scheme (JRS)  
financial support

### **13) Companies House: Filing of Insolvency Documents**

On 7 April, Companies House advised that, in response to the COVID-19 pandemic, it would accept filing of statutory insolvency documents via emailed PDF attachments.

Due to operational impacts of the pandemic, Companies House currently has a backlog of insolvency forms to process for England and Wales. This has led to many insolvency practitioners submitting duplicate emails, which is further slowing down its processing capability. Companies House respectfully requests that practitioners do not send duplicate emails whilst it is working through the backlog.

If 15 working days have elapsed from the date of the original email and the documents have not been processed, please contact Companies House via: [enquiries@companieshouse.gov.uk](mailto:enquiries@companieshouse.gov.uk).

Practitioners should note that this only relates to companies registered in England and Wales. Companies House is up to date with processing its insolvency filings for companies registered in Scotland and Northern Ireland.

Companies House thanks you for your continued support.

#### **14) HMRC: Incorrect refusal of Job Retention Scheme (JRS) financial support**

HMRC is aware that some employers have had their JRS claim for financial support refused because they are in arrears with some of their tax liabilities.

This is an error and claims should not have been rejected. HMRC requests those employers who have had their claim rejected for this reason to reapply.

HMRC has updated its guidance and advised colleagues to ensure that there is no repeat of the situation.

HMRC apologises for any distress this may have caused.