



Insolvency Guidance

1 September 2020

Introduction of Digital Mail Service (DMS) into Enforcement & Insolvency Service

HMRC is helping Insolvency Practitioners by streamlining the way we deal with forms and letters sent to the department. We have now introduced Digital Mail Service (DMS) across all of Debt Management's, Enforcement & Insolvency (EIS) Teams. Correspondence is now digitally scanned and can be worked by teams across HMRC.

This also means that, if needed, staff can access and view the digital version remotely, helping us deliver a more efficient customer service to you.

What we need you to do

We have updated [Insolvency \(VAT Notice 700/56\)](#) with the latest contact details for each of our EIS teams. Please use the right details so we can make sure your correspondence is scanned into the right channel to be worked.

Please do not send cheques for dividend payments by post as they cannot be processed via DMS. Section 8 of the [Insolvency \(VAT Notice 700/56\)](#) outlines the process we need you to follow.