



HM Revenue  
& Customs

# Insolvency Guidance

4 June 2020

## You can now email HMRC's Debt Management, Individuals Voluntary Arrangement team

HMRC wants to help insolvency practitioners by speeding up communications. You can now use our secure email system to contact the Individuals Voluntary Arrangement (IVA) team.

The IVA team's email address is [vas@hmrc.gov.uk](mailto:vas@hmrc.gov.uk)

Secure email is a safe and tested method and can speed up our processes. As you'd expect, we take great care with personal information and have strict rules and protocols around using email to contact customers.

But even with secure email, there is an element of risk. Emails can be intercepted or altered, and may not carry the same evidential weight as a letter. If you want to use email to communicate with us, you need to let us know you accept this risk.

## What you need to do

When you first contact the team, please copy and include this disclaimer - the next paragraph - as part of your initial proposal:

I understand that if I correspond with HMRC by e-mail, I accept the risks associated with using e-mail and I am happy for HMRC to send my company e-mails containing personal information. I understand that HMRC will reply to the e-mail address we have used, unless I specify an alternative.

We're planning to expand the use of secure email across our Enforcement and Insolvency Service. We'll give you more details about this as it becomes available.