

## **Sending documents to the Insolvency Service**

The Insolvency Service is following the [latest government advice](#) on the coronavirus outbreak, so most of our staff are working away from the office.

We have also issued [new advice on the changes to the delivery of our services](#) during the current pandemic.

### **Sending documents by email**

To make it easier for you to correspond with us, we're happy to receive documents by email. It's important to note our email service will only accept attachments which are less than 20MB in size.

We recommend you simply forward us an original electronic copy of the document if you already have one. This may be a Word version or a PDF version.

If you only have a paper version of the document, you scan it and send it to us as a PDF.

### **Scanning a document**

If you have a scanner which takes images of paper documents, it's important to change the settings so the image created is not too large for us to handle.

As there are many different computer and scanner combinations available, we recommend you look at the manufacturer's guidance. Generally, the resolution should be set between 150dpi and 300dpi and the images saved preferably as, or converted to, PDF format.

### **Creating a PDF document**

Most modern computers will allow you to create PDF documents without the need of downloading additional software.

If you do have a device that does not have the PDF format already installed, you should be able to download it for free.

It's likely you're using a Microsoft computer or an Apple Mac computer, and both offer advice on creating and using PDF documents:

- [PDF Reader for Microsoft](#)
- [Save a document as a PDF on Mac](#)

If you do not have the ability to create PDF documents, you can download it for free direct from [Adobe Acrobat Reader DC](#)

### **Using your smartphone**

Modern smartphones will allow you to take good images of a paper document. You may also have a scanning app. We're happy to receive a good quality, clear, legible image of appropriate size. Make sure all the document is in the image as we may not accept images of documents that are cropped.

### **Attaching a document to an email**

Once the document is saved on your computer or your smartphone, and it is less than 20MB in size, you can attach the document to an email and send it to us. It's also important the image we receive is legible as they will not be accepted.