



The Insolvency
Service

Information Rights Team

The Insolvency Service
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Birmingham
B4 6FD

Tel: 0300 678 0015

foi@insolvency.gov.uk
www.gov.uk/insolvency-service

[REDACTED]

Our ref: FOI24/25-128
Date: 7 January 2025

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 8 December 2024 in which you requested from the Insolvency Service (the agency):

"I understand eligible individuals who wish to apply for a Debt Relief Order (DRO) apply via authorised intermediaries (e.g. the charity Stepchange).

I.e. an authorised intermediary completes an online DRO application on behalf of the eligible individual who wishes to apply for a Debt Relief Order.

Please can you supply me the questions asked by that DRO application (which is completed online by the authorised intermediary on behalf of eligible individuals who wish to apply for a Debt Relief Order)."

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested and I have provided answers to your questions and it is attached to this email.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here:

<https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>