



Online Register of Insolvencies User Guide

Introduction

The Register of Insolvencies holds information on all bankruptcies and protected trust deeds that fall under the jurisdiction of the Court of Session. This requires that the debtors have had a main place of residence or business in Scotland for the previous year.

The Register also holds information on all Scottish companies, limited liability partnerships as well as friendly and provident societies that have gone into liquidation or receivership since 1 July 1999. It is important to note that the Register of Insolvencies does not contain information about administrations or voluntary arrangements, or about companies that were dissolved before 1 July 1999. This information is available from Companies House an executive agency of the Department for The Department for Business, Innovation and Skills (BIS).

The online Register of Insolvencies (ROI) has been developed with a straightforward user interface to allow searches to be conducted quickly and easily. The purpose of this User Guide is to provide step-by-step information on the registration process followed by instructions on how to search the Online ROI. The information that must be displayed on the Register of Insolvencies is laid down by Act of Sederunt. For individual insolvencies click [here](#), for corporate insolvencies click [here](#). Searches will return details of all “live” bankruptcy cases plus those that were discharged in the past two years. For protected trust deeds, returns will be made on “live” cases plus those discharged in the past year. Similarly, searches on receiverships or liquidations will return details of “live” cases plus those which ended in the past year.

The Register of Insolvencies does not hold information about approved Debt Payment Programmes under the Debt Arrangement Scheme (DAS). For information and access to the DAS Register users should click [here](#).

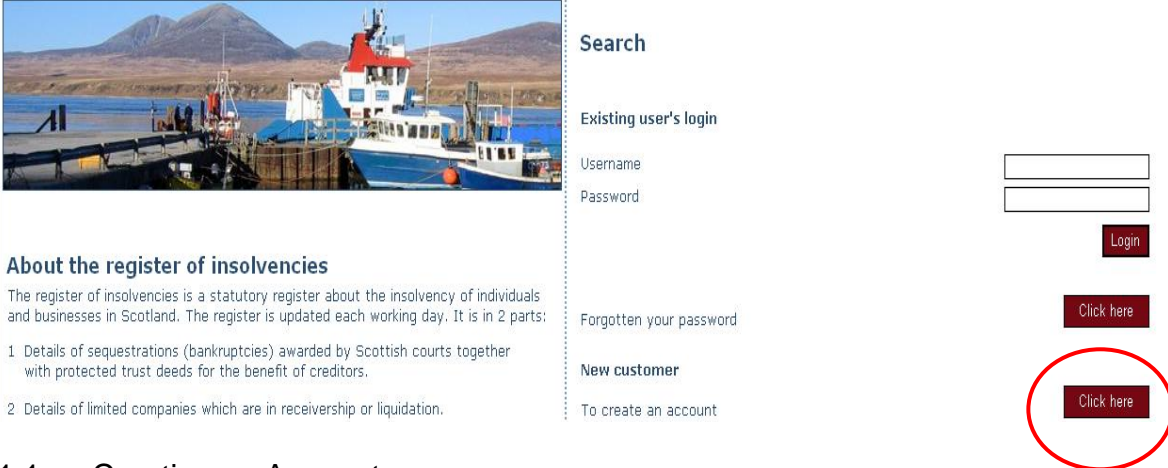
Access to the ROI is free of charge. A commercial daily data download service is also available. For information please contact roiinquiries@aib.gsi.gov.uk.

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1. Registration

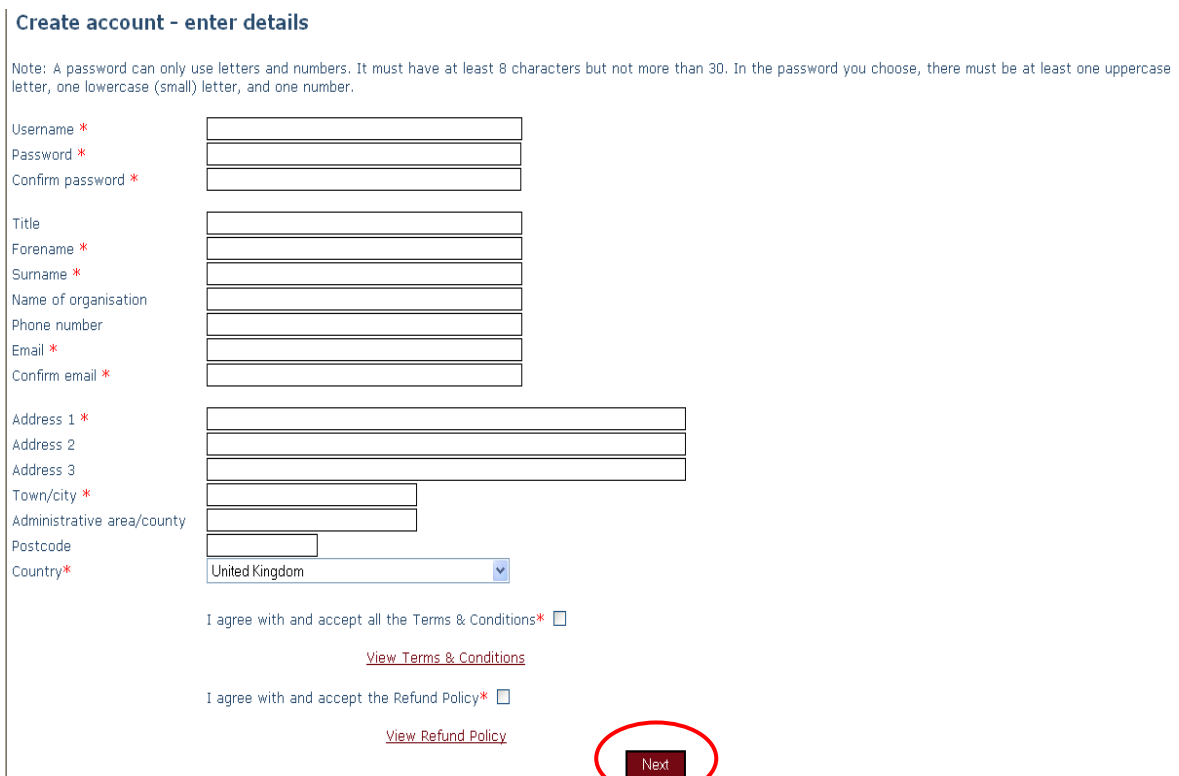
In order to access the ROI users must register on the site. This is done by clicking on the New Customer “To create an account” button illustrated below.



The screenshot shows a registration page with a search bar at the top. Below the search bar, there are two sections: 'Existing user's login' and 'New customer'. The 'Existing user's login' section has fields for 'Username' and 'Password', a 'Login' button, and a 'Click here' link for 'Forgotten your password'. The 'New customer' section has a 'To create an account' link and a 'Click here' button, which is circled in red.

1.1 Creating an Account

Users will then be forwarded to the “Create Account” page illustrated below. Mandatory fields are marked with a red asterisk. To proceed, users must confirm their acceptance of the Terms and Conditions and Refund Policy.



The screenshot shows the 'Create account - enter details' page. It includes a note about password requirements and a series of form fields: Username, Password, Confirm password, Title, Forename, Surname, Name of organisation, Phone number, Email, Confirm email, Address 1, Address 2, Address 3, Town/city, Administrative area/county, Postcode, and Country. There are also checkboxes for 'I agree with and accept all the Terms & Conditions' and 'I agree with and accept the Refund Policy', with links to 'View Terms & Conditions' and 'View Refund Policy'. A 'Next' button is circled in red.

After completing these details users must click on the next button to move on to the “Create Account – Finish” page.

Create account - Finish

Your account has been successfully created with the details as below.

Username	Your username
Password	*****
Confirm Password	*****
Title	mr
Forename	John
Surname	Smith
Name of Organisation	
Phone Number	
Email	yourmail@yourisp.com
Confirm Email	yourmail@yourisp.com
Address 1	Your address
Town/City	Your Town
Postcode	AA11 1AA
Country	United Kingdom

[Print](#) [Home](#)

The username details are displayed along with the personal information recorded on the “Create Account” page. An email will subsequently be sent to the user confirming all details. An option exists to print these if desired. The registration process is now complete and an account has been created successfully. Users can now search the Register by clicking the Search link at the top RHS of the screen.



Log out | Update details | Change password | [Search](#) | FAQs | About us | Links | My account home

Register of insolvencies

Managing Your Account

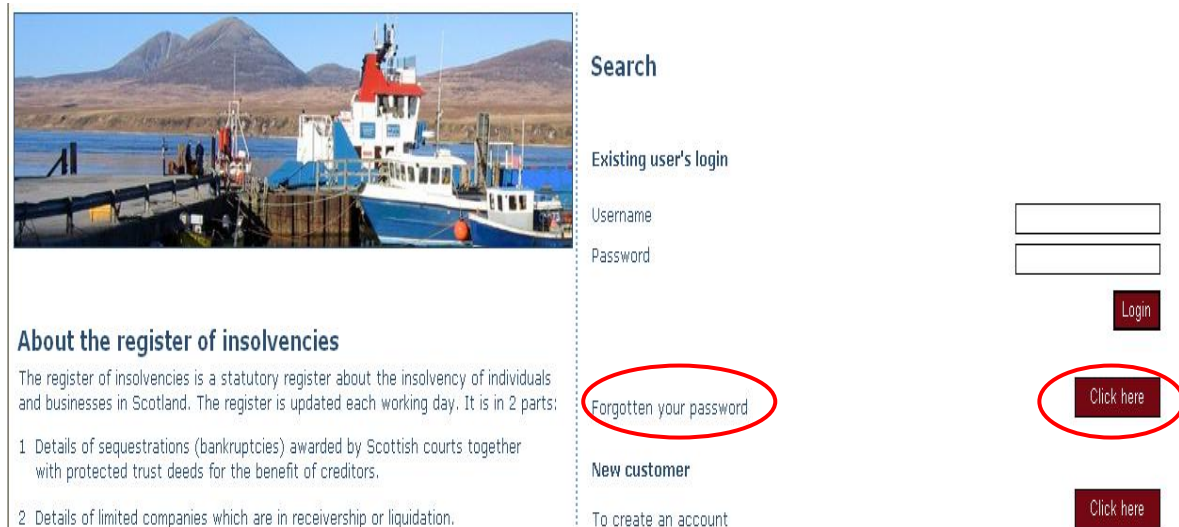
1.2 Your Account Details

Users may also edit personal details and passwords by clicking on the “Update details” and “Change password” links illustrated below.



1.3 Forgotten Usernames or Passwords

In the event that you have forgotten your username or password you should first of all check the confirmation email that was issued on registration. Should this be unavailable, for forgotten passwords users must click on the “Forgotten your password” link on the Register of Insolvencies home page.



This action will lead users to the “Password reset” page.

Password reset

Please enter at least two of the three following account details:

Username

Surname

Email address

Users must insert at least two pieces of information in the fields illustrated above. By successfully matching two pieces of information users will have their password reset. A new password will be sent automatically to the registered email address. On subsequent login users may amend this to a more memorable alternative. Where


problems persist, for example if you have forgotten your username and cannot find your registration confirmation email, you should contact: roiinquiries@aib.gsi.gov.uk.

2. Searching the Register

After completion of the registration process users will be able to carry out searches of the register. Users should note that the address details held for bankruptcies are those recorded at the date of bankruptcy or date of death. Similarly for a protected trust deed the address held is that which applied when the protected trust deed was granted.

2.1 Navigation

The Register of Insolvencies is split into two parts. Users may select whether they wish to search bankruptcies and protected trust deeds or insolvent companies.



Choose your search

The register of insolvencies has two sections. Choose which section you wish to search:

Bankruptcies and trust deeds

Bankruptcy is sometimes called sequestration.
If a business is not a limited company it will appear in this section.

Insolvent companies

Limited companies in receivership or liquidation.

We update this register each working day. But if you see an entry that you believe is incorrect, or you think an entry is missing, please tell us.

To navigate between multiple pages returned by searches users should click on the page number displayed at the button left hand side of the page. The red “Back” button may also be used.



1 2 3 4 5 6 7 8 9 10 ..

Back

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The quickest way to return to the search page after navigating a number of results pages is to click on the “Search” link at the top right hand side of the page.




2.2 Bankruptcies and Protected Trust Deeds

Users can search by using the following basic criteria:

- Name
- Trading name
- Address
- Case Reference

To refine further refine searches, users can search by Date Uploaded to ROI. This will allow details of all insolvencies added to the online Register on a specific date or between two dates to be returned. Records recorded by AiB are displayed on the ROI the following day, so to view details of all records recorded on Friday 12 November, users should insert 13/11/2010 in the date Uploaded to the ROI 'From' box, the 'To' box may be left blank.



Search for bankruptcies and protected trust deeds

Name	<input type="text"/>	Trustee	<input type="text"/>
Trading name	<input type="text"/>	Date uploaded to ROI	From <input type="text"/> To <input type="text"/> (dd/mm/yyyy)
Address	<input type="text"/>	Date of Sequestration	From <input type="text"/> To <input type="text"/> (dd/mm/yyyy)
Case reference	<input type="text"/>		

Order by Case reference Display name

Order direction Ascending Descending

Searching by date of sequestration supplies details of all bankruptcies awarded on a specific date. As AiB relies on information from the courts for creditor petition awards it is possible that there may be a delay between the award being made and the record appearing on the ROI. The best way to establish new cases added to the Register is through use of the Date Uploaded to the ROI search.

The search results page indicates the date up to which the search results are accurate. Where there has been a technical problem preventing the data from being updated, a warning message is displayed on the search page.

By inserting as much search information as possible the results returned will be narrowed, search fields are not case sensitive. The use of a single piece of information such as a surname will result in a far broader return, making it more difficult for users to pinpoint an individual case. The search engine will also return results by simply completing or part completing trading name or address information. Users may search on full or part post code information but should note that not all records include post code data. Returns are made in case reference order (low to high). Part completion of the case reference field will not return any matches unless the “wild card” option is used. Full details including the oblique (forward slash) must be inserted. Further information on the use of “wild cards” is included in section 4.4.

2.3 Insolvent Companies

Users can search by using the following criteria:

- Company number
- Company name
- Case Reference

Insolvent companies search

Company number	<input type="text"/>
Company name	<input type="text"/>
Case Reference	<input type="text"/>

Search

To help you in your search process, this search screen accepts the use of asterisks (*) as 'wild cards'. The wild card can be used to search multiple spellings of a debtor's or company's name or address simultaneously. For instance, John Thompson should be carried out by searching against **John Thom*son**. This will return all John Thomsons as well as all John Thompsons.

Yet again the results returned will be narrowed by inserting as much search information as possible. The use of a single piece of information such as a partial company name or number name will result in a far broader return making it more difficult for users to pinpoint an individual company. Users may, for example, search on all company numbers prefixed with the letters "SC" by typing these letters in the "Company number" field. This will result on all cases with this prefix being returned.

Part completion of the case reference field will not return any matches unless the "wild card" option is used. Full details including the oblique (forward slash) must be inserted. Further information on the use of "wild cards" is included in section 4.4.

2.4 The Use of "Wild Cards" in Searches.

2.5 "Wild Cards" and Names

"Wild cards" can be employed to search on multiple spellings of a surname. To search for the surnames Smith, Smyth or Smythe etcetera users should input ***sm*th***.

Search for bankruptcies and protected trust deeds

Name	<input type="text" value="*sm*th*"/>
Trading name	<input type="text"/>
Address	<input type="text"/>
Case Reference	<input type="text"/>

Search

By doing so, matches of each spelling will be returned. To search on all the Smiths users simply must insert smith in the name field. Where the user does not manually insert a "wild card" the system adds them invisibly to the search at the beginning and end of the data entered. This results in all possible matches being returned. Please note that this does not apply to searches on case reference. Where a "wild card" is

inserted manually the system will not add invisible “wild cards” and will return only the first match found. For example, searching on sm*th will return only the first match where it finds the letters “sm” and any other letter followed by “th”.

Similar issues arise in relation to names prefixed by “Mc” or “Mac”. To search for John McDonald or John MacDonald users should insert john m*cdonald in the name field. Where the search is conducted on forename and surname, as above, the search will return results on both spellings but will not return details of cases where a middle name is present. To ensure that all possible matches are searched users should enter john*m*cdonald.

Search for bankruptcies and protected trust deeds

Name	<input type="text" value="*john*m*donald*"/>
Trading name	<input type="text"/>
Address	<input type="text"/>
Case Reference	<input type="text"/>

Search

To help you in your search process, this search screen accepts the use of asterisks (*) as 'wild cards'. The wild card can be used to search multiple spellings of a debtor's or company's name or address simultaneously. For instance, John Thompson should be carried out by searching against **John Thom*son**. This will return all John Thomsons as well as all John Thompsoms.

Please remember that although the AIB is responsible for the information displayed in the register, we are not responsible for the quality of the personal information supplied by third parties throughout the insolvency process.

While every effort has been made to ensure that the information provided is accurate, occasionally errors may occur. If you identify information which appears to be incorrect or omitted, please inform us using the feedback links contained within this site, so that we can investigate the matter and correct the database as required.

The insertion of a “wild card” between the forename and surname is recommended to allow cases with middle names to be returned. This is only necessary where a manual “wild card” has been included in the search.

On the other hand, when the user inputs the name john smith (with a space between john and smith) invisible wildcards are added to the beginning, middle and end of the details that have been entered. This will produce the same results as manually searching by *john*smith*. All possible matches will be returned including cases with middle names.

To summarise, “wild cards” are only added to the beginning, middle and end of the data on searches based on name, trading name or company name. The insertion of a manual “wild card” results in the removal of the invisible “wild cards”.

2.5.1 “Wild Cards” and Reference Numbers

For searches by case reference the simple insertion of a year, such as 1995, will not return any matches. To return all 2005 cases users must insert 2005*. By doing so, all bankruptcies will be displayed first of all, followed by protected trust deeds. This rule also applies to searches for insolvent companies by case reference.

To return all instances of 2005, users should input *2005*. This search will return matches for all 2005 cases plus cases where 2005 appears in the reference number.

Search for bankruptcies and protected trust deeds

Name	<input type="text"/>
Trading name	<input type="text"/>
Address	<input type="text"/>
Case Reference	<input type="text" value="*2005*"/>

Please remember that where the case number is known to the searcher the exact data must be inserted for a match to be found. Searching by 2007/1 will return a match whereas searching on 2007/01 or 2007/001 etcetera will not. To reiterate, the omission of the oblique will affect the search similarly.

2.5.2 “Wild Cards” and Addresses

Once more “wild cards” can be of particular help where users are unsure of street names. To search on Miller and Millar Road users should enter *mill*r Road*.

Search for bankruptcies and protected trust deeds

Name	<input type="text"/>
Trading name	<input type="text"/>
Address	<input type="text" value="*mill*r road*"/>
Case Reference	<input type="text"/>

To help you in your search process, this search screen accepts the use of asterisks (*) as 'wild cards'. The wild card can be used to search multiple spellings of a debtor's or company's name or address simultaneously. For instance, John Thompson should be carried out by searching against [John Thom*son](#). This will return all John Thomsons as well as all John Thompsons.

Part post codes such as may also be used, though users are reminded that not all records contain post code data. The search engine does not insert invisible “wild cards” between spaces in addresses. These are only added at the beginning and end of the information entered as long a manual “wild card” is not included in the search.

2.6 Duplicate Case Reference Numbers

On cases created prior to May 2008 it was possible for a bankruptcy, protected trust deed and receivership or liquidation to have an identical case reference. Searches for receiverships or liquidations are carried out on a separate search tab so there should be no confusion around these cases. Bankruptcies and protected trust deeds, however, share a common search tab meaning that search results are returned together. This may be of particular concern when searching by case number.

As a remedy, the letter “T” was appended to all ‘old’ protected trust deed case reference numbers on the online Register of Insolvencies. This means that the 2007/1000 reference for a protected trust deed became 2007/1000/T. To ensure that both bankruptcies and protected trust deeds are returned on a search by specific case number users should insert a “wild card” after the reference number – 2007/1000* for example. For complete clarity search returns clearly denote insolvency type (bankruptcy or protected trust deed for example).

Search for bankruptcies and protected trust deeds - results

Search results for:
Name smith

The data displayed on the register was last updated on 24 March 2007

Case Reference	Name	Address	Type of insolvency
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Since May 2008 a system of unique identification was introduced for each case irrespective of insolvency type.

2.7 Printing Extracts of Search Results Information

To print an extract of information from the Register users must click on the desired case displayed in the search results. By clicking on the “Print Extract” at the bottom right hand side of the page users may print the extract or alternatively save it to file in PDF format.

Back **Print Extract**

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End