

## How to file and manage my Creditor Claims

- Login using your RealMe. Once logged in you will be taken to your personalised Dashboard.
- Select the “Make a Claim” button

The screenshot shows the user's dashboard. At the top left is the logo for 'NEW ZEALAND INSOLVENCY AND TRUSTEE SERVICE'. To the right are two buttons: 'DRO Register' (highlighted in red) and 'Insolvency Register'. Below the logo is a dark teal header with a home icon, the word 'Dashboard', and a user profile 'User1, Organisation'. The main content area has a light grey box on the left saying 'Welcome, User1, Organisation'. On the right, under 'Insolvency Actions', there is a blue button 'Apply for Insolvency'. Below that, under 'Are you owed money?', there are two blue buttons: 'Make a Claim' and 'View my Claims'.

- Select the details of the creditor you wish to claim for from the drop down list. Please note, if you only have one creditor listed, this will only show the details of that creditor.

The screenshot shows the 'Register Claim' page. At the top is a dark teal header with a home icon, the text 'Register Claim', and a user profile 'User1, Organisation'. Below the header is a progress bar with four steps: 1. Debtor Details, 2. Claim Details, 3. Contact Details, and 4. Review & Confirm. The 'Creditor' section is highlighted. It contains a dropdown menu titled 'Who are you claiming for?' with options 'Organisation1' and 'Test Org Limited'. Below the dropdown is a search box with a magnifying glass icon and a red arrow pointing to it. To the right of the search box is an information icon and the text 'You can search by debtor name, debtor number, or NZBN'. A 'Next >' button is located at the bottom right of the section.

- Search for the debtors details by searching for their name or their estate number. Once located hit the “Select” button.

**Debtor**

Search  ← ⓘ You can search by debtor name, debtor number, or NZBN

Debtor number	Name	Alternate name	NZBN	Address	
883691	SMITH, [REDACTED]	Sue Smiths Shiny Things		[REDACTED] Otahuhu, Auckland, 1...	Select
883972	SMITH, [REDACTED]	Sue Smiths Shiny Things		[REDACTED] Otahuhu, Auckland, 1...	Select
884129	BOWIE, .	Smith, [REDACTED]		[REDACTED], South Hill, Oamaru, 9400,...	Select

**Next**

- Once you have selected the correct debtor the “Next: button will be blue, to continue, select the **Next** button.

**Debtor**

Search  ← ⓘ You can search by debtor name, debtor number, or NZBN

Debtor number	Name	Alternate name	NZBN	Address	
883691	SMITH, [REDACTED]	Sue Smiths Shiny Things		[REDACTED] Otahuhu, Auckland, 1...	Select
883972	SMITH, [REDACTED]	Sue Smiths Shiny Things		[REDACTED] Otahuhu, Auckland, 1...	Select
884129	BOWIE, .	Smith, [REDACTED]		[REDACTED], South Hill, Oamaru, 9400,...	Select

**Next**

- Answer the appropriate questions in order for the claim process to continue. One of the top 4 questions must be answered in order to continue.
- If your claim does not relate to options 1,2 or 3, you must select option 4.

## Register Claim

User1, Organisation

1 Debtor Details      2 Claim Details      3 Contact Details      4 Review & Confirm

### Claim Details

< Back   Next >

Please answer the following questions and attach supporting evidence.

1. Has the court awarded you adjudication/application costs?       YES    NO

2. Do you have a claim for wages, holiday pay or redundancy?       YES    NO

3. Do you have a claim for unpaid taxes or levies?       YES    NO

4. Do you have any other outstanding claims?       YES    NO

5. Do you hold any security for your claim, e.g. mortgage, hire purchase agreements?       YES    NO

6. Is the claim subject to any current court action?       YES    NO

7. Does your claim include interest awarded by a court or agreed to in a contract?       YES    NO

Back   Next

- Enter the details of the claim and attach the mandatory supporting evidence.

Once the evidence has been uploaded, select the **Next** button to continue.

### Claim Details < Back Next >

Please answer the following questions and attach supporting evidence.

1. Has the court awarded you adjudication/application costs?  YES  NO
2. Do you have a claim for wages, holiday pay or redundancy?  YES  NO
3. Do you have a claim for unpaid taxes or levies?  YES  NO
4. Do you have any other outstanding claims?  YES  NO

Your reference/account number

Amount claimed

GST portion of claim (optional)

Period debt incurred (optional)  
 To

Description of the claim

Please attach evidence to support your claim

Drag and drop files here to upload them or click the upload button to choose a file.

5. Do you hold any security for your claim, e.g. mortgage, hire purchase agreements?  YES  NO
6. Is the claim subject to any current court action?  YES  NO
7. Does your claim include interest awarded by a court or agreed to in a contract?  YES  NO

- The creditors contact details will be displayed.
- When you are happy with the creditor details select the **Next** button to continue. This will take you to the final Review and Submit page to complete the process.
- If you have an overseas bank account, you will need to file a manual claim. Please email [applications@insolvency.govt.nz](mailto:applications@insolvency.govt.nz) to request a claim form.

**Creditor Details**
< Back Next >

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Creditor name: **Organisation1**

Creditor email address:

Bank account name

Bank account number

←

**i** Bank account must consist of 17 numbers (xx-xxxx-xxxxxxx-xxx). Add a zero at the start of any section that is too short

GST Number (if registered)

NZBN number (optional)

I am claiming on behalf of (optional)

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**Postal Address**

Care of

Street address or PO Box/private bag number

[Manually Enter Address](#)

Notes

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**Contact Number**

Landline

Country	Code	Area	Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mobile

Country	Code	Area	Number
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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**Creditor Reports**

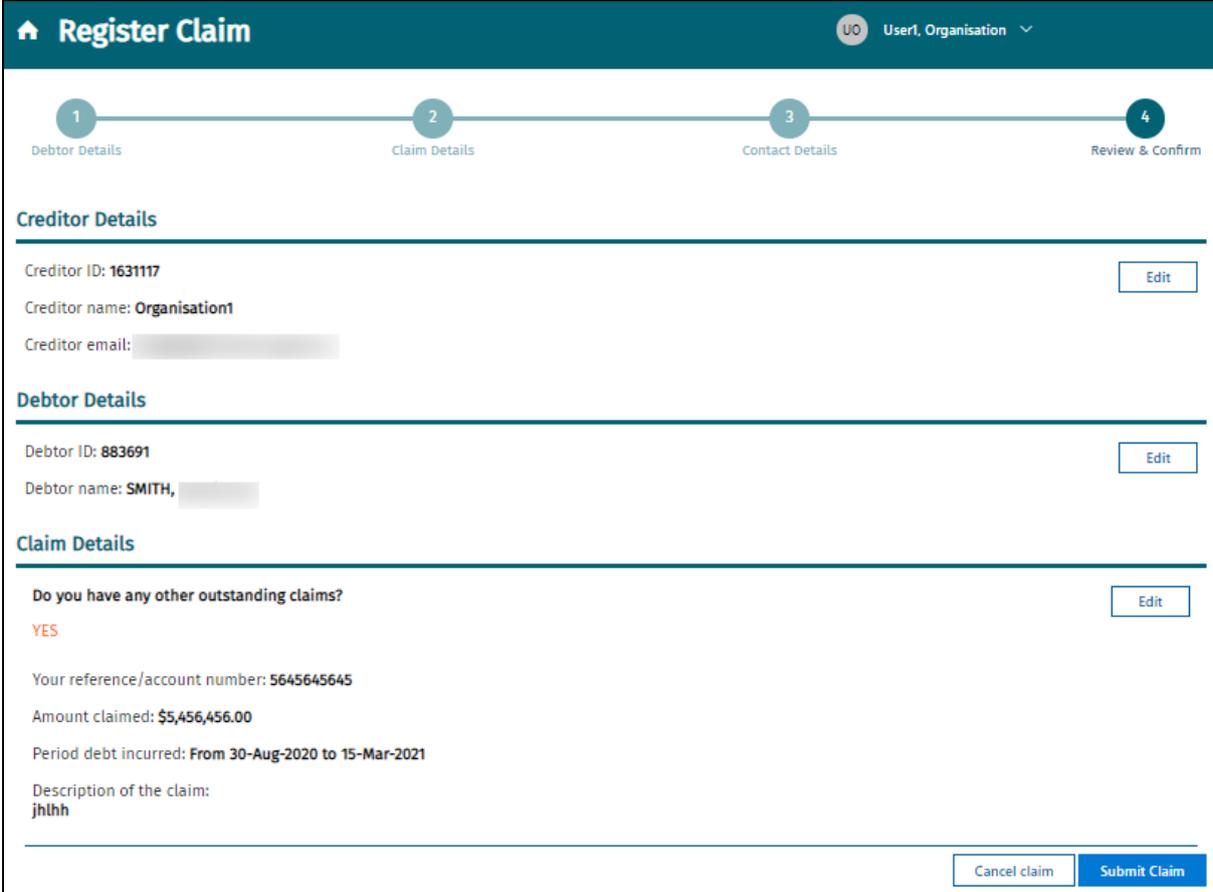
Do you want to receive creditor reports?

YES

NO

Email:

- At this stage you are able to edit the details if needed. Once happy with the details select the  button.



**Register Claim** UC User1, Organisation

1 Debtor Details      2 Claim Details      3 Contact Details      4 Review & Confirm

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### Creditor Details

Creditor ID: **1631117** Edit

Creditor name: **Organisation1**

Creditor email:

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### Debtor Details

Debtor ID: **883691** Edit

Debtor name: **SMITH,**

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### Claim Details

Do you have any other outstanding claims? Edit

**YES**

Your reference/account number: **5645645645**

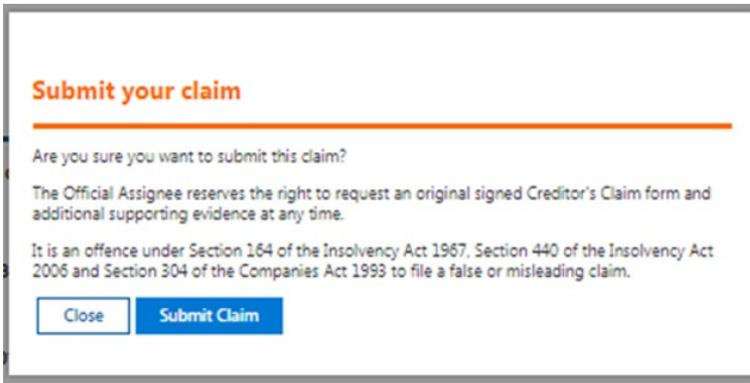
Amount claimed: **\$5,456,456.00**

Period debt incurred: **From 30-Aug-2020 to 15-Mar-2021**

Description of the claim:  
**jhlhh**

Cancel claim Submit Claim

- A final verification message appears, to continue select the  button.



**Submit your claim**

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Are you sure you want to submit this claim?

The Official Assignee reserves the right to request an original signed Creditor's Claim form and additional supporting evidence at any time.

It is an offence under Section 164 of the Insolvency Act 1967, Section 440 of the Insolvency Act 2006 and Section 304 of the Companies Act 1993 to file a false or misleading claim.

Close Submit Claim

- You will be returned to the “Your Claims’ section on your personalised Dashboard where you are able to search for and view the claims you have made.
- You will receive an email confirming the detail of the claim you have made.

**Your Claims** Organisation1

**YOUR CLAIMS** Back Add New Claim

Here you can search for and view a list of your claims.

Creditor: Organisation1

Search for claim: Debtor name

Claim status: All

Claim type: All

Date range: [ ] To [ ]

Debtor type: All

Claim value (NZD): \$ [ ] To \$ [ ]

Only show claims I submitted

Clear Search

Applied filters:

Debtor ID	Debtor name	Claim type	Status	Claim value	Reference	Dividend	Created by	Created date
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### Viewing the claims you have made

- From your Dashboard select View my Claims

**Dashboard** U0 User1, Organisation

Welcome, User1, Organisation

Insolvency Actions

Apply for Insolvency

Are you owed money?

Make a Claim

View my Claims

- A search screen will appear and from here you can enter the details of a particular debtor or you can simply click 'search' to view all your claims.

**YOUR CLAIMS**
Back Add New Claim

Here you can search for and view a list of your claims.

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Creditor  
Organisation1

Search for claim  
Debtor name

Claim status  
All

Claim type  
All

Date range  
To

Only show claims I submitted

Refine your search results to show only claims for a selected Organisation

Search by; Debtor name, Debtor ID or Reference

Debtor type  
All

Claim value (NZD)  
\$ To \$

Clear Search

- You can define the search criteria by selecting + **Expand** and entering more details about a specific estate.
- Select "View" to see a specific claim.

**Your Claims**
UO User1, Organisation

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**YOUR CLAIMS**
Back Add New Claim

Here you can search for and view a list of your claims.

+ **Expand**

Applied filters: None

Debtor ID	Debtor name	Claim type	Status	Claim value	Reference	Dividend	Created by	Created date	
883716	TEST4, Mace	Unsecured	Submitted	\$15,000.00	12345		Organisatio...	11-Sep-2020	<span style="background-color: yellow; border: 1px solid black; padding: 2px;">View</span>
884282		Unsecured	Submitted	\$12,000.00	12345		Organisatio...	11-Sep-2020	<span style="border: 1px solid black; padding: 2px;">View</span>
883689	TESTER,	Unsecured	Submitted	\$3,000.00	12345		Organisatio...	11-Sep-2020	<span style="border: 1px solid black; padding: 2px;">View</span>
884131		Unsecured	Withdrawn	\$15,000.00	12345		Organisatio...	8-Sep-2020	<span style="border: 1px solid black; padding: 2px;">View</span>

**Amending or withdrawing a claim after it has been submitted.**

- From the “Your Claims” screen, select the **Search** button. This will list all of the claims which have been filed for your organisation.

**Your Claims** Organisation1

**YOUR CLAIMS** Back Add New Claim

Here you can search for and view a list of your claims.

Creditor: Organisation1

Search for claim: Debtor name

Claim status: All

Claim type: All

Debtor type: All

Date range: To

Claim value (NZD): \$ To \$

Only show claims I submitted

Clear Search

Collapse

Applied filters:

Debtor ID	Debtor name	Claim type	Status	Claim value	Reference	Dividend	Created by	Created date
-----------	-------------	------------	--------	-------------	-----------	----------	------------	--------------

- Select the **View** button on the claim you wish to change.

**Your Claims** Organisation1

**YOUR CLAIMS** Back Add New Claim

Here you can search for and view a list of your claims.

Expand

Applied filters: None

Debtor ID	Debtor name	Claim type	Status	Claim value	Reference	Dividend	Created by	Created date	
884282	WINSLET,	Unsecured	Submitted	\$599,999.00	jglgljghljlghghj		Organisatio...	17-Mar-2021	View
884129	BOWIE, .	Unsecured	Submitted	\$1,515.00	46464654		Organisatio...	16-Mar-2021	View
883691	SMITH,	Unsecured	Submitted	\$5,555.55	hbgjlghlg		Organisatio...	15-Mar-2021	View
883691	SMITH,	Unsecured	Withdrawn	\$19,523.00	5645645645		Organisatio...	15-Mar-2021	View
883716	TEST4, Mace	Unsecured	Withdrawn	\$15,100.00	12345		Organisatio...	11-Sep-2020	View
884282	WINSLET,	Unsecured	Submitted	\$12,000.00	12345		Organisatio...	11-Sep-2020	View
883689	TESTER,	Unsecured	Submitted	\$3,000.00	12345		Organisatio...	11-Sep-2020	View
884131	JAGGER,	Unsecured	Withdrawn	\$15,000.00	12345		Organisatio...	8-Sep-2020	View

- Amend the required details and update any further evidence to support your claim.
- Select **Save** to update the details of your claim.
- Once updated, select **Cancel** to return to “Your Claims”

↑ Claim progress
UO User1, Organisation ▾

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Withdraw claim
Save
Cancel

**Claim Details**

Claim ID: 1640048  
 Claim type: Unsecured  
 Claim status: Submitted

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Creditor name: Organisation1  
 Creditor email address: [redacted]@insolvency.govt.nz

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Debtor ID: 864471  
 Debtor name: Contact, PS Middle  
[More information](#)

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**Do you have any other outstanding claims?**  
YES

Your reference/account number

Amount claimed  
 NZD ▾

GST portion of claim (optional)

Period debt incurred  
 To

Description of the claim

Supporting evidence:

📎 How to file a Creditor Clai...
Remove

Drag and drop files here to upload them or click the upload button to choose a file.

↑ Upload

---

Is the claim subject to any current court action?  No

---

Does your claim include interest awarded by a court or agreed to in a contract?  No

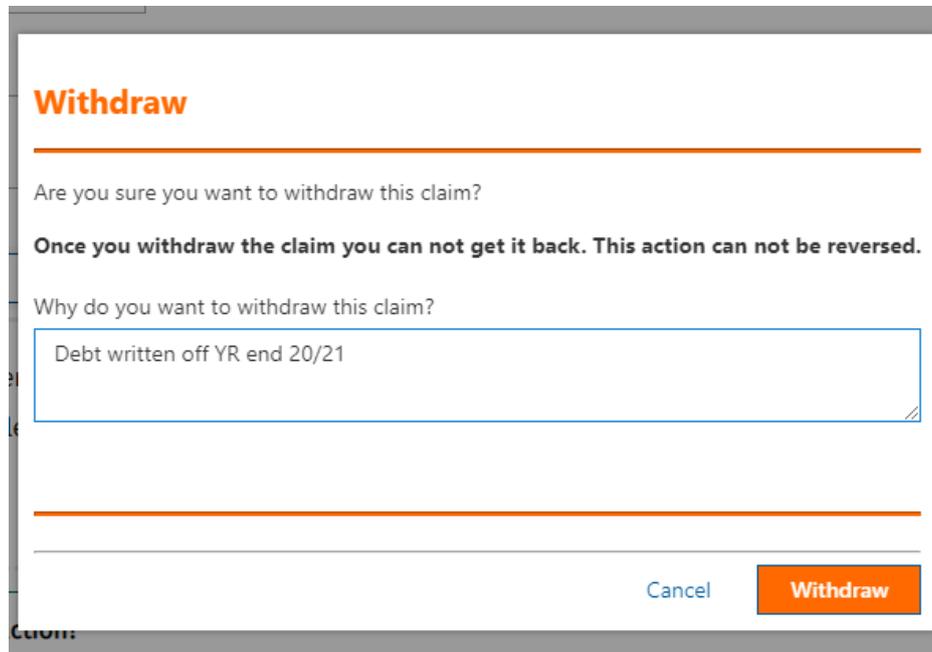
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Claim Created by: Date created: 25-Mar-2021  
WLG08CB5CC03BC94811836FE974639848D2

Claim Updated by: Date Updated: 25-Mar-2021  
WLG08CB5CC03BC94811836FE974639848D2

Withdraw claim
Save
Cancel

- To withdraw the claim select the **Withdraw claim** button. A confirmation screen will appear.
- To complete the process select the **Withdraw** button.



**Withdraw**

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Are you sure you want to withdraw this claim?

**Once you withdraw the claim you can not get it back. This action can not be reversed.**

Why do you want to withdraw this claim?

Debt written off YR end 20/21

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[Cancel](#)
**Withdraw**

- You will return to the Your Claims list and the claim will now have a status of “Withdrawn”.

Your Claims									UO	User1, Organisation
<b>YOUR CLAIMS</b>									Back	Add New Claim
Here you can search for and view a list of your claims.										
Expand										
Applied filters: None										
Debtor ID	Debtor name	Claim type	Status	Claim value	Reference	Dividend	Created by	Created date		
883716	TEST4, Mace	Unsecured	Withdrawn	\$15,000.00	12345		Organisatio...	11-Sep-2020	<a href="#">View</a>	
884282		Unsecured	Submitted	\$12,000.00	12345		Organisatio...	11-Sep-2020	<a href="#">View</a>	
883689	TESTER,	Unsecured	Submitted	\$3,000.00	12345		Organisatio...	11-Sep-2020	<a href="#">View</a>	
884131		Unsecured	Withdrawn	\$15,000.00	12345		Organisatio...	8-Sep-2020	<a href="#">View</a>	

## Viewing detailed information during the insolvency.

Once a claim has been filed the creditor is able to view more detailed information about a bankruptcy or Debt Repayment Order.

- Login using your RealMe. From your Dashboard Select the appropriate register using the buttons at the top of the page DRO Register Insolvency Register.
- Enter the debtors name, insolvency number or NZBN and select the Search button
- From the search results select view



DRO Register Insolvency Register

🏠 **Search Insolvency register** UO User1, Organisation ▾

### Search Criteria

Insolvency type 📘 Select Company to search for liquidations

Personal ▾

Search 📘 You can search by Insolvency number, name or NZBN

foxx Clear Search

📄 Expand 📄

📘 Note: To search the Companies Register for banned directors/managers, [click here](#).

### Search Results

Applied filters: **Personal** 1 result found | Showing 20 per page ▾

Insolvency number	Insolvency name	Alternate name	NZBN	Status	Adjudication date	Multiple insolvencies	
884263	FOXX, Quick Brown			Bankrupt (Current)	14-Jul-2020	NO	<span style="background-color: yellow; padding: 2px 5px;">View</span>

- The full insolvency summary page will show.
- The information is viewed by selecting either the 'Expand' option to see a summary or the 'View' option as highlighted below to see more specific details.

**Insolvency Register** User, Organisation

**Insolvency Summary** New Search Back

Insolvency number: 884263 Print Report

Name: FOX, Quick Brown

Date of birth: Apr 1990

Supplied address: Chedworth, Hamilton, 3210, New Zealand

Insolvency type: Adjudicated bankrupt on debtor's application under S.47

Insolvency status: Bankrupt (Current)

Application type: Debtor Application

Adjudication date/time: 14-Jul-2020 10:46

Occupation at adjudication:

Multiple insolvencies: No

Office for enquiries: Auckland

**Insolvency Details**

[Expand](#)

**Current Financial Position** [View Statement of Receipts and Payments](#)

[Expand](#)

**Summary of Claims** [View Claim Details](#)

[Expand](#)

**Summary of Assets** [View Asset Details](#)

[Expand](#)

**Documents**

[Expand](#)

ⓘ The information contained in this extract has been taken from insolvency records where the insolvency was administered by the Official Assignee. Whilst every effort has been made to ensure its accuracy, the Insolvency and Trustee Service and the Ministry of Business, Innovation and Employment will not be liable for the provision of any incorrect or incomplete information.

For details on Discharge Objections, Withdrawals or any further information, please contact the listed "Office for Enquiries".

For further assistance please contact 0908 467 658 (0908 INSOLVENCY).

Printed: 23-Mar-2021 10:08

- Example of the summarised information when the 'Expand' option has been selected.

**Insolvency Details**

Administrative status: **Open**

Prospect of dividend: **Likely to be 20 Cents or More in the Dollar**

Current address: **55 Rutherford Street, Chedworth, Hamilton, 3210, New Zealand**

Statement of affairs received: **Yes**

Gender: **Male**

[Collapse](#)

**Current Financial Position** [View Statement of Receipts and Payments](#)

ⓘ This financial position needs to be read in conjunction with the rest of the report. It should not be assumed that the final amount available will be the 'Funds on Hand to date' figure stated above. Where applicable, these accounts have been prepared on a GST exclusive basis.

Total receipts: **\$0.00**

Total payments: **\$0.00**

Balance of funds on hand: **\$0.00**

[Collapse](#)

**Summary of Claims** [View Claim Details](#)

Claim type	Notified		Received		Admitted		Total	
	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Unsecured creditor with POD	2	\$82,000.00	1	\$15,000.00	0	\$0.00	3	\$97,000.00
<b>Total</b>	<b>2</b>	<b>\$82,000.00</b>	<b>1</b>	<b>\$15,000.00</b>	<b>0</b>	<b>\$0.00</b>	<b>3</b>	<b>\$97,000.00</b>

Total estimated claims: **\$97,000.00**

[Collapse](#)

**Summary of Assets** [View Asset Details](#)

Asset type	Count	OA estimated	Realised to date
<b>Total</b>	<b>0</b>	<b>\$0.00</b>	<b>\$0.00</b>

[Collapse](#)

- Examples of the detailed information when the 'View' option has been selected.
  - View Statement of Receipts and Payments:

### Statement of Receipts and Payments As at 25-Mar-2021

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Insolvency number: 884263  
 Name: FOXX, Quick Brown  
 Insolvency type: Debtor Application

**Receipts**

Total receipts:	\$0.00
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**Payments**

Costs of administration  
 Distribution of funds

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Total payments:	\$0.00
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Balance of funds on hand: \$0.00

i This financial information needs to be read in conjunction with the rest of the report. It should not be assumed that the final amount available will be the 'Funds on hand to date' figure stated above. Where applicable, these accounts have been prepared on a GST exclusive basis.

Close

- View Claim Details:

### Claim Details

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Insolvency number: 884263  
 Name: FOXX, Quick Brown  
 Insolvency type: Debtor Application

Creditor	Claim type	Notified	Received	Admitted	Paid to date
Organisation1	Unsecured creditor with POD	\$0.00	\$15,000.00	\$0.00	\$0.00
Organization 0356	Unsecured creditor with POD	\$52,000.00	\$0.00	\$0.00	\$0.00
Organization 0901	Unsecured creditor with POD	\$30,000.00	\$0.00	\$0.00	\$0.00
<b>Total</b>		<b>\$82,000.00</b>	<b>\$15,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

Total estimated claims: \$97,000.00

Close

