



## CITEC Confirm Express ITSA NPII / National Bankruptcy Searches

### Overview

The CITEC Confirm Express service provides clients with the ability to complete a one-off search of the Insolvency and Trustee Service Australia (ITSA) National Personal Insolvency Index (NPII). Through this search, clients can gain access to publicly available information regarding the insolvency status of individuals. There is an additional charge for this manual service.

If you would like to complete your one-off search online or require more regular access to the ITSA NPII, we recommend that you [register and set up an account online](http://www.confirm.com.au) via our website [www.confirm.com.au](http://www.confirm.com.au), which will provide you with faster, easier access to your National Bankruptcy searches. Registration is free and there are no ongoing costs.

### Process

You need to follow the following steps to complete the process.

Step 1: Complete and email the [CITEC Confirm Express – NPII / National Bankruptcy application form](#) to [confirmexpress@citec.com.au](mailto:confirmexpress@citec.com.au). This form can be completed electronically and emailed via the Submit Button in the bottom right hand corner of the form. If you do not have access to email, you can fax or post the application form along with your payment (if paying by money order or cheque).

Step 2: Once your form is received, a CITEC Confirm Customer Service Representative will contact you by telephone to process your request. Please note: payments by money order or cheque will need to be cleared before the search can be completed. This may take up to four (4) business days (see turnaround times below for more information). If paying by credit card, the Customer Service Representative will ask for your credit card details.

Step 3: The Customer Service Representative will complete your search and will return the result to you via your nominated delivery method. If a browse list is returned, the Customer Service Representative may advise that further manual selection of the extract is required.

### Fees

No Match or Exact Match result	\$35.27 (incl. GST)
Browse list and extract <sup>1</sup>	\$35.27 (incl. GST)
Browse list result and extract requiring manual selection <sup>2</sup>	\$70.54 (incl. GST)
Additional Extracts <sup>3</sup>	\$24.27 (incl. GST)

1 - This fee will apply if multiple result options are returned via a browse list and the desired extract can be chosen within the session time.

2 - This fee will apply if multiple result options are returned via a browse list and further manual selection of the extract (by the client and CITEC Confirm staff) is required to determine the desired extract.

3 - This fee applies for each subsequent extract

## Turnaround Times

		Delivery Method		
		Email	Fax	Post
Payment Method	Credit Card	One (1) business day	One (1) business day	Three (3) business days
	Money Order	Up to seven (7) business days	Up to seven (7) business days	Up to seven (7) business days
	Cheque	Up to seven (7) business days	Up to seven (7) business days	Up to seven (7) business days

All times provided above are estimated turnaround times. They are based from when CITEC Confirm receives your application to when the search results are returned to you.