

Summary of resolved Bizfile issues pertaining to the following transaction types:

1. File Winding Up
2. Manage Winding Up

S/N	Transaction Type	Issue Encountered	Solution
1.	File Winding Up - Notice of appointment of provisional liquidator/liquidator	<p><u>Error message when appointing Insolvency Practitioner</u></p> <p>You encountered the following error messages when attempting to appoint an insolvency practitioner:</p> <ul style="list-style-type: none">• “Sorry, the server encountered an unexpected error”• “Missing mandatory field or data validation failed”	The issue has been resolved. You can proceed to re-file your transactions.
2.	Manage Winding Up	<p><u>Error message when accessing the transaction</u></p> <p>You encountered an error message stating “Transaction cannot proceed. You are not eligible to perform this transaction.”.</p>	The issue has been resolved. You can proceed to re-file your transactions.
3.	Manage Winding Up - Notice of Appointment / Cessation of Provisional Liquidator / Liquidator	<p><u>eService is unavailable</u></p> <p>The eService is unavailable when selected from the mega menu.</p>	The issue has been resolved. You can proceed to file your transactions.

4.	Manage Winding Up - Notice of Appointment / Cessation of Provisional Liquidator / Liquidator	<p><u>Error message when appointing Insolvency Practitioner</u></p> <p>You encountered an error message stating “Missing mandatory field or data validation failed” when appointing an insolvency practitioner.</p>	The issue has been resolved. You can proceed to re-file your transactions.
5.	Manage Winding Up - Liquidator's Account of Receipts and Payments and Statement of Position in Winding Up	<p><u>eService is unavailable</u></p> <p>The eService is not available in the mega menu.</p>	The eService is now available. To access the transaction, select “Deregister” from the mega menu, then “Manage Winding Up”.
6.	File Winding Up - Creditors’ Voluntary Winding Up	To file a “Notice of resolution”, the system requires you to first file “Declaration of inability to continue business by reason of its liabilities” transaction, which may not be applicable in all cases.	<p>File the “Declaration of inability to continue business by reason of its liabilities” transaction to proceed with the “Notice of resolution” transaction.</p> <p>After filing, contact ACRA with your transaction number to restrict the declaration from being available as Extract for purchase.</p>
7.	Appointment of third party CSP to file winding up	<p><u>Filing of winding up by CSP</u></p> <p>You are a CSP appointed by a third party (e.g. creditor, court) to file Winding up.</p>	Before filing, authorised position holders of CSPs and Qualified Individuals must first add the client to their client list using the “Maintain CSP client list” eService.