

CITEC Confirm Express

AFSA Bankruptcy Register Search

Overview

The CITEC Confirm Express service provides clients with the ability to complete a one-off search of the Australian Financial Security Authority (AFSA) 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 AFSA NPII, we recommend that you [register and set up an account online](#) via our website: www.confirm.com.au. This will provide you with faster, easier access to your Bankruptcy Register Search; registration is free and there are no ongoing costs.

Process

You must follow these steps to complete the process:

Step 1: Complete an [Online Application Form](#).

- OR -

Complete the [CITEC Confirm Express – NPII / National Bankruptcy application form](#) and return it to CITEC Confirm. The following methods are available:

Download the application form and complete it electronically. Once you have entered the required information, save your changes and email the form to: confirm@citec.com.au

If you do not have access to email, you can print the form and fax or post it along with your payment (if paying by money order or cheque). If you are paying by credit card, simply fax or post the application form.

Fax: +61 7 3222 2747

**Post: CITEC Confirm
GPO Box 2457
Brisbane QLD 4001**

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.

How do I complete the Name fields?

The Family Name, Given Name and Middle Name can be searched for using several different methods. The appropriate method for your search may depend on how much information you currently have on the person.

Family and Given Name

Search Method	Recommended Usage
Starts With	This is the default selection on the search input screen. Useful to locate a person's NPII record if you don't know the exact spelling or name details; for example STE will match STEVEN , STEPHEN , and STEPHANIE .
Exact	Returns exact matches; for example STEVEN will match STEVEN , but not STEPHEN .
Contains	Useful to locate a person's record if you don't know the exact details; for example STE will match STEVEN , STEPHEN , STEPHANIE , ESTELLE and CELESTE .

Middle Name

The Middle Name can be handled by two additional search methods.

Search Method	Recommended Usage
Any Middle Name	Use of this method means that a middle name cannot be specified in the search criteria. Returns results that match your other search criteria, with any middle name.
No Middle Name	Use of this method means that a middle name cannot be specified in the search criteria. Returns only results with nothing recorded for middle name on the NPII; for example a search on Given Name MICHAEL and Family Name REY will match MICHAEL REY but not MICHAEL JAMES REY .

How do I complete the Date of Birth fields?

Select a Date of Birth search method based on the information you have on the individual.

Search Method	Recommended Usage
Any Date of Birth	Returns results that match your other criteria, with any Date of Birth.
Exact	Returns exact matches; for example 01/12/1980 will match 01/12/1980 but not 02/12/1980.
Range	Returns results within the dates specified; both dates must be provided. The maximum date range is 10 years; for example Born between 01/01/2005 and 31/12/2014 .

Fees

No Match or Exact Match result	\$57.42 (incl. GST)
Browse list and extract ¹	\$73.92 (incl. GST)
Browse list result and extract requiring manual selection ²	\$114.84 (incl. GST)
Additional Extracts ³	\$29.92 (incl. GST)

¹ This fee will apply if multiple results are returned via a browse list and the desired extract can be chosen within the **same business day**.

² This fee will apply if multiple results 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, based from when CITEC Confirm receives your application to when the search results are returned to you.