

LIQ03

Notice of progress report in voluntary winding up



Companies House

THURSDAY



A22 *A7HCCG5B* #176
25/10/2018
COMPANIES HOUSE

1 Company details

Company number 0 4 0 0 6 4 1 7

Company name in full Warner Estate, Limited

→ Filling in this form
Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Mark

Surname Newman

3 Liquidator's address

Building name/number 4 Mount Ephraim Road

Street Tunbridge Wells

Post town Kent

County/Region

Postcode T N 1 1 E E

Country

4 Liquidator's name ①

Full forename(s) Vincent John

Surname Green

① Other liquidator
Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number 4 Mount Ephraim Road

Street Tunbridge Wells

Post town Kent

County/Region

Postcode T N 1 1 E E

Country

② Other liquidator
Use this section to tell us about
another liquidator.

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6 Period of progress report

From date	^d 2	^d 8	^m 0	^m 8	^y 2	^y 0	^y 1	^y 7
To date	^d 2	^d 7	^m 0	^m 8	^y 2	^y 0	^y 1	^y 8

7 Progress report☒ The progress report is attached**8** Sign and date

Liquidator's signature

Signature



Signature date

^d 2	^d 4	^y 1	^y 0	^y 2	^y 0	^y 1	^y 8
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Notice of progress report in voluntary winding up



Presenter information

You do not have to give any contact information, but if you do it will help Companies House if there is a query on the form. The contact information you give will be visible to searchers of the public record.

Contact name **Mark Newman**

Company name **Crowe U.K. LLP**

Address **4 Mount Ephraim Road
Tunbridge Wells**

Post town **Kent**

County/Region

Postcode **T N 1 1 E E**

Country

DX

Telephone **01892 700200**



Checklist

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed the form.



Important information

All information on this form will appear on the public record.



Where to send

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House,
Crown Way, Cardiff, Wales, CF14 3UZ.
DX 33050 Cardiff.



Further information

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse

Crowe

**Warner Estate, Limited (in Liquidation)
("the Company")**

**Joint Liquidators' Annual Progress Report to the Member and Creditors
for the year ending 27 August 2018**

Statutory Information

Company Name:	Warner Estate, Limited
Registered Number:	04006417
Registered Office:	4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE
Former Registered Office:	Meridien House, 42 Upper Berkeley Street, London W1H 5EP
Joint Liquidators:	Mark Newman and Vincent John Green
Liquidators' Address:	4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE
Date of Appointment:	28 August 2013
Actions of Joint Liquidators'	Any act required or authorised under any enactment to be done by a Liquidator may be done by either or both of the Liquidators acting Jointly or alone.

Period of the Report

This report covers the period from 28 August 2017 to 27 August 2018.

Joint Liquidators' Actions since Appointment

Since the Joint Liquidators' appointment work has been carried out to recover the Company's tangible assets, which has been limited to a business rates refund that was recovered in a previous reporting period.

The Joint Liquidators reviewed the Company's bank account statements for the two year period prior to Liquidation and undertook investigations into the Company's affairs. The Company's tax affairs have also been progressed in the current reporting period for the purpose of concluding the Liquidation.

The Joint Liquidators have carried out their statutory filing obligations with the Registrar of Companies and advertised their appointment as Joint Liquidators over the Company in the London Gazette. We have set-up the case on our specialist software and carried out our internal administrative functions relating to the appointment. These are tasks that are required by statute or regulatory guidance, or are necessary for the orderly conduct of the proceedings, and whilst they do not produce any direct benefit for creditors, they still have to be undertaken.

Receipts and Payments Account

Our receipts and payments account for the period 28 August 2017 to 27 August 2018, which also shows the transactions for the whole period of the Liquidation, is attached at **Appendix I**. The balance of funds is held in a non-interest bearing estate bank account.

There have been no receipts or payments within the current reporting period to comment upon

Other Assets

There are no unrealised assets to comment upon.

Joint Liquidators' Fees

At the initial meeting of creditors held on 6 September 2013, the following resolutions were passed in relation to the Joint Liquidators' fees and disbursements:

"The costs of CCW Recovery Solutions in connection with convening the meetings of the shareholder and creditors, and assisting the directors with the preparation of their report and statement of affairs, agreed by the directors in the sum of £17,500 plus VAT, be approved."

"The Joint Liquidators may recover their category 1 and 2 disbursements, with total disbursements not to exceed £1,500 plus VAT."

The Ashtenne Industrial Fund Limited Partnership, acting by its general partner, Ashtenne Industrial (General Partner) Limited, provided an indemnity that they would meet the costs of the Joint Liquidators' remuneration to a maximum of £17,500 plus VAT, together with expenses to a maximum of £1,500 plus VAT.

In the absence of realisations in the estate, prior to the business rates refund being received, this indemnity was called upon and the aforementioned fees and expenses were discharged prior to the current reporting period. No fees have been drawn in either the current reporting period or in the period after 27 August 2018.

A summary of the routine work undertaken in the Liquidation is as follows:

1. Administration and Planning
 - Preparing documentation required.
 - Dealing with all routine correspondence.
 - Maintaining physical case files and electronic case details on IPS.
 - Case bordereau.
2. Statutory Matters
 - Preparing the documentation and dealing with the formalities of appointment.
 - Statutory notifications and advertising.
 - Preparing reports to members and creditors.
3. Case Accounting
 - Maintaining and managing the Joint Liquidators' cashbook and bank account.
 - Ensuring statutory lodgements and tax lodgement obligations are met.
4. Strategy/Case Review
 - Case planning.
 - Periodic case reviews.
5. Tax & VAT
 - Dealing with HM Revenue & Customs ("HMRC") correspondence.
 - Liaising with BDO LLP in the preparation of accounts / tax returns
 - Preparation of additional tax returns for the post-Liquidation period.
6. Investigatory Work
 - Review and storage of books and records
 - Prepare a return pursuant to the Company Directors Disqualification Act.
7. Creditors (incorporating secured and unsecured creditors)
 - Dealing with creditor correspondence and telephone conversations
 - Preparing reports to creditors
 - Maintaining creditor information on IPS.
 - Corresponding with the unsecured creditors

8. Realisation of Assets

- Review of the Company's intercompany debtor ledger.
- Realisation of a business rates refund.
- Correspondence with the Liquidator re. Apia Regional Office Fund (General Partner) Limited.

Joint Liquidators' Disbursements

The following disbursements have been incurred in the Liquidation.

		Incurred to date £	Incurred in period £	Paid to date £	Remains unpaid £
Postage	Category 1	14.64	1.70	11.54	3.10
Portal	Category 1	20.00	-	-	20.00
Specific Bond	Category 1	40.00	-	30.00	10.00
Search Fee	Category 1	10.00	-	10.00	-
Statutory Advertising	Category 1	307.80	-	307.80	-
TOTAL		392.44	1.70	359.34	33.10

The disbursements that have been reimbursed were billed prior to the current reporting period and discharged under the indemnity from Ashtenne Industrial (General Partner) Limited.

The following agents and professional advisors have been utilised in the Liquidation:

	Fee arrangement	Incurred to date £	Paid to date £	Remains unpaid £
Howard Kennedy LLP	Fixed fee	2,500.00	2,500.00	-
BDO LLP	Time costs	2,562.50	-	2,562.50
Kindford	25% of recovery	397.34	397.34	-

Howard Kennedy LLP provided general legal advice concerning the Liquidation. In the absence of sufficient funds to settle the professional fees incurred, the fees of Howard Kennedy LLP were discharged under the indemnity with Ashtenne Industrial (General Partner) Limited.

The tax support provided by BDO LLP was necessary to determine the extent of any post-Liquidation tax liabilities.

Kindford was instructed to undertake a review of historical business rates and was successful in recovering a rates refund of £397.34.

The balance of funds held in the Liquidation bank account will be utilised to discharge the unbilled disbursements and expenses.

The choice of professionals was based on our perception of their experience and ability to perform this type of work, the complexity and nature of the assignment and the basis of our fee arrangement with them.

Liabilities

Secured Creditors

The Royal Bank of Scotland Plc / Isobel AssetCo Limited

The Company is a wholly owned subsidiary of Warner Estate Holdings Plc and its investments are used as security for a Royal Bank of Scotland Plc ("RBS") debt facility held in Warner Estate Investments Limited, a fellow group company

On 26 March 2010, the Group and certain subsidiaries within the group structure, entered into new facilities with RBS, thereby extending and amended the existing banking facility in relation to the directly owned property assets.

RBS subsequently assigned its debt facility to Isobel AssetCo Limited ("Isobel") in January 2012. Isobel benefitted from security held on its behalf by RBS under a 'Security Trustee,' arrangement which had been granted by the Company and the other obligors within the group structure. That security included a debenture comprising fixed and floating charges in favour of RBS dated 26 March 2010, again granted by the Company. The total indebtedness under the group facility stood at £59,419,189.37

Isobel valued its security and submitted an unsecured claim in the Liquidation in respect of its security shortfall, estimated at £5,000,000 across the group undertaking. In December 2017, the benefit of the security was re-assigned to RBS.

Prescribed Part

There are provisions of the insolvency legislation that require a Liquidator to set aside a percentage of a company's assets for the benefit of the unsecured creditors in cases where the company gave a "floating charge" over its assets to a lender on or after 15 September 2003. This is known as the "prescribed part of the net property" ("prescribed part"). A company's net property is that left after paying the preferential creditors, but before paying the lender who holds a floating charge. Any costs of the Liquidation that are payable before the Liquidator has reached a position to make a distribution to the floating charge holder have to be deducted from floating charge realisations before arriving at an amount for the "net property" of the company. As a result, the costs associated with realising floating charge assets, paying preferential claims in full, the general costs of winding up and the costs of confirming the validity of the floating charge will have to be deducted before the "net property" is calculated. The "prescribed part" that the Liquidator then has to set aside for unsecured creditors is:

- 50% of the first £10,000 of the net property; and
- 20% of the remaining net property up to a maximum of £600,000.

In this case and in the absence of sufficient realisations, these provisions do not apply.

Preferential Creditors

No preferential liabilities were recorded on the directors' Statement of Affairs and no such claims have been received in the Liquidation.

Crown Creditors

Crown liabilities totalling £92 were recorded on the directors' Statement of Affairs. However, no claim has been received in the Liquidation from HMRC.

Unsecured Creditors

Isobel lodged an unsecured claim of £5,000,000. Additionally, a claim of £258.49 has been received from a trade and expense creditor.

Dividend Prospects

There are insufficient funds available to enable a distribution to any class of creditor.

Investigation

We undertook an initial investigation into the Company's affairs to establish whether there were any potential asset recoveries that justified further investigation, taking account of the public interest, potential recoveries, the funds likely to be available to fund an investigation, and the costs involved.

During the course of our administration of this matter we have not identified any other potential asset recoveries that can be made.

Within six months of our appointment, we were required to submit a confidential report to the Secretary of State to include any matters which have come to our attention during the course of our work which may indicate that the conduct of any past or present director would make him unfit to be concerned with the management of the company. We confirm this obligation has been complied with.

Further Information

An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question) request further details of the Liquidators' remuneration and expenses, within 21 days of receipt of this report. Any secured creditor may request the same details in the same time limit.

An unsecured creditor may, with the permission of the court or with the concurrence of 10% in value of the creditors (including the creditor in question), apply to court to challenge the amount and/or basis of the Liquidators' fees and the amount of any proposed expenses or expenses already incurred, within 8 weeks of receipt of this report. Any secured creditor may make a similar application to court within the same time limit.

To comply with the Provision of Services Regulations, general information about Crowe U.K. LLP is enclosed at **Appendix II**, as is a Practice Fee Recovery Policy.

Summary

All assets have now been realised and the Joint Liquidators will commence the process of finalising the Liquidation, subject to receiving tax clearance from HMRC.



Mark Newman
Joint Liquidator

Warner Estate, Limited
(In Liquidation)
Joint Liquidators' Summary of Receipts & Payments

Statement of Affairs £		From 28/08/2017 To 27/08/2018 £	From 28/08/2013 To 27/08/2018 £
13,387,224.00	SECURED ASSETS		
	Investments	NIL	NIL
		NIL	NIL
(59,419,189.00)	SECURED CREDITORS		
	Isobel AssetCo Limited	NIL	NIL
		NIL	NIL
NIL	ASSET REALISATIONS		
5,000.00	Book Debts - Inter Company	NIL	NIL
	Cash at Bank	NIL	NIL
	Business Rates Refund	NIL	1,589.38
		NIL	1,589.38
	COST OF REALISATIONS		
	Agents/Valuers Fees (1)	NIL	397.34
		NIL	(397.34)
(1 00)	UNSECURED CREDITORS		
(92.00)	Trade & Expense Creditors	NIL	NIL
(49,359,000.00)	HM Revenue & Customs - Tax	NIL	NIL
	Inter-company	NIL	NIL
		NIL	NIL
(1 00)	DISTRIBUTIONS		
	Ordinary Shareholders	NIL	NIL
		NIL	NIL
(95,386,059.00)		NIL	1,192.04
	REPRESENTED BY		
	Vat Receivable		79.47
	Bank 1 Current - SVENSKA		1,112.57
			1,192.04

PRACTICE FEE RECOVERY POLICY

CROWE U.K. LLP

RECOVERY SOLUTIONS

Introduction

The insolvency legislation was changed in October 2015, with one or two exceptions, for insolvency appointments made from that time. This sheet explains how we intend to apply the alternative fee bases allowed by the legislation when acting as office holder in insolvency appointments. The legislation allows different fee bases to be used for different tasks within the same appointment. The fee basis, or combination of bases, set for a particular appointment is/are subject to approval, generally by a committee if one is appointed by the creditors, failing which the creditors via a decision procedure, or the Court.

Further information about creditors' rights can be obtained at www.creditorinsolvencyguide.co.uk, which is the creditors' information micro-site published by the Association of Business Recovery Professionals (R3).

Further information relating to the approval of office holders' fees for all case types can be found on the Insolvency Practitioners Association website at www.insolvency-practitioners.org.uk. Hover over Regulation and Guidance located to the right of the option ribbon on the home page and select "Creditors Guides". This information is also relevant to shareholders of companies in both solvent liquidations and insolvency procedures.

The Guides form appendices to Statement of Insolvency Practice 9, which sets out required practice for insolvency practitioners. The full text of SIP9 can be found in the Regulation and Guidance area of the Insolvency Practitioners Association website by clicking onto the link to SIPs on the left hand side of the ribbon then select England and Wales and SIP9. Alternatively, a hard copy may be requested from this office. Further details about fees are provided in this policy document.

Once the basis of the office holder's remuneration has been approved, a periodic report will be provided to any committee and also to each creditor. The report will provide a breakdown of the remuneration drawn. If approval has been obtained for remuneration on a time costs basis, i.e. by reference to time properly spent by members of staff of the practice at our standard charge out rates, the time incurred will also be disclosed, whether drawn or not, together with the average, or "blended" rates of such costs. Under the legislation, any such report must disclose how creditors can seek further information and challenge the basis on which the fees are calculated and the level of fees drawn in the period of the report. Once the time to challenge the office holder's remuneration for the period reported on has elapsed, then that remuneration cannot subsequently be challenged.

Under some old legislation, which still applies for insolvency appointments commenced before 6 April 2010, there is no equivalent mechanism for fees to be challenged.

Time cost basis

When charging fees on a time costs basis we use charge out rates appropriate to the skills and experience of a member of staff and the work that they perform. This is combined with the amount of time that they work on each case, recorded in 6 minute units with supporting narrative to explain the work undertaken.

Charge-out Rates

Grade of staff	Current charge-out rate per hour, effective from 01/04/2018 £
Partner – appointment taker	375
Director	290
Senior Manager	250
Manager	210
Assistant Manager	180
Senior Administrator	165
Administrator	125
Trainee/Support Staff	65

Where necessary and appropriate, members of staff from other departments of the practice will undertake work on a case. They will be charged at their normal charge out rate for undertaking such work.

These charge-out rates charged are reviewed on 1 April each year and may be adjusted to take account of inflation and the firm's overheads.

Time spent on casework is recorded directly to the relevant case using a computerised time recording system and the nature of the work undertaken is recorded at that time. The work is generally recorded under the following categories:

- Administration and Planning.
- Investigations.
- Realisation of Assets.
- Creditors.
- Trading
- Case specific matters.

In cases where we were appointed prior to 1 October 2015, most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 and on current appointments we will generally only seek time costs for the following categories:

- Investigations
- Distributions
- Trading

When we seek time costs approval we have to set out a fees estimate. That estimate acts as a cap on our time costs so that we cannot draw fees of more than the estimated time costs without further approval from those who approved our fees. When seeking approval for our fees, we will disclose the work that we intend to undertake, the hourly rates we intend to charge for each part of the work, and the time that we think each part of the work will take. We will summarise that information in an average or "blended" rate for all of the work being carried out within the estimate. We will also say whether we anticipate needing to seek approval to exceed the estimate and, if so, the reasons that we think that may be necessary.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fee reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions, and the value and nature of the property with which the office holder has to deal.

If we subsequently need to seek authority to draw fees in excess of the estimate, we will say why we have exceeded, or are likely to exceed the estimate; any additional work undertaken, or proposed to be undertaken; the hourly rates proposed for each part of the work; and the time that the additional work is expected to take. As with the original estimate, we will say whether we anticipate needing further approval and, if so, why we think it may be necessary to seek further approval.

Percentage basis

The legislation allows fees to be charged on a percentage of the value of the property with which the office holder has to deal (realisations and/or distributions). Different percentages can be used for different assets or types of assets. In cases where we were appointed prior to 1 October 2015, most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 and we now seek remuneration on a percentage basis more often. A report accompanying any fee request will set out the potential assets in the case, the remuneration percentage proposed for any realisations and the work covered by that remuneration, as well as the expenses that will be, or are likely to be, incurred. Expenses can be incurred without approval, but must be disclosed to help put the remuneration request into context.

The percentage approved in respect of realisations will be charged against the assets realised, and where approval is obtained on a mixture of bases, any fixed fee and time costs will then be charged against the funds remaining in the liquidation after the realisation percentage has been deducted.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fee reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions, and the value and nature of the property with which the office holder has to deal.

If the basis of remuneration has been approved on a percentage basis then an increase in the amount of the percentage applied can only be approved by the committee or creditors (depending upon who approved the basis of remuneration) in cases where there has been a material and substantial change in the circumstances that were taken into account when fixing the original level of the percentage applied. If there has not been a material and substantial change in the circumstances then an increase can only be approved by the Court.

Fixed fee

The legislation allows fees to be charged at a set amount. Different set amounts can be used for different tasks. In cases where we were appointed prior to 1 October 2015, most of our fees were recovered on a time costs basis and appropriate authority was obtained from the creditors or the committee as set down in the legislation. The legislation changed on 1 October 2015 and we now seek remuneration on a fixed fee basis more often. A report accompanying any fee request will set out the set fee that we proposed to charge and the work covered by that remuneration, as well as the expenses that will be, or are likely to be, incurred. Expenses can be incurred without approval, but must be disclosed to help put the remuneration request into context.

The disclosure that we make should include sufficient information about the insolvency appointment to enable you to understand how the proposed fee reflects the complexity (or otherwise) of the case, any responsibility of an exceptional kind falling on the office holder, the effectiveness with which the office holder has carried out their functions, and the value and nature of the property with which the office holder has to deal.

If the basis of remuneration has been approved on a fixed fee basis then an increase in the amount of the fixed fee can only be approved by the committee or creditors (depending upon who approved the basis of remuneration) in cases where there has been a material and substantial change in the circumstances that were taken into account when fixing the original level of the fixed fee. If there has not been a material and substantial change in the circumstances then an increase can only be approved by the Court.

Members' Voluntary Liquidations and Voluntary Arrangements

The legislation changes that took effect from 1 October 2015 did not apply to members' voluntary liquidations (MVL), Company Voluntary Arrangements (CVA) or Individual Voluntary Arrangements (IVA). In MVLs, the company's members set the fee basis, often as a fixed fee. In CVAs and IVAs, the fee basis is set out in the proposals and creditors approve the fee basis when they approve the arrangement.

All bases

With the exception of Individual Voluntary Arrangements and Company Voluntary Arrangements which are VAT exempt, the office holder's remuneration invoiced to the insolvent estate will be subject to VAT at the prevailing rate.

Where a company was registered for VAT at the date of appointment of the office holder, VAT can usually be recovered from HM Revenue & Customs

Agent's Costs

Charged at cost based upon the charge made by the Agent instructed, the term Agent includes.

- Solicitors/Legal Advisors
- Auctioneers/Valuers
- Accountants
- Quantity Surveyors
- Estate Agents
- Other Specialist Advisors

In appointments made after 1 October 2015, the office holder will provide details of expenses to be incurred, or likely to be incurred, when seeking fee approval. When reporting to the committee and creditors during the course of the insolvency appointment the actual expenses incurred will be compared with the original estimate provided.

Disbursements

In accordance with SIP 9 the basis of disbursement allocation in respect of disbursements incurred by the Office Holder in connection with the administration of the estate must be fully disclosed to creditors. Disbursements are categorised as either Category 1 or Category 2.

Category 1 disbursements are directly referable to an invoice from a third party, which is either in the name of the estate or Crowe U.K. LLP; in the case of the latter, the invoice makes reference to, and therefore can be directly attributed to, the estate. These disbursements are recoverable in full from the estate without the prior approval of creditors either by a direct payment from the estate or, where the firm has made payment on behalf of the estate, by a recharge of the amount invoiced by the third party. Examples of category 1 disbursements are statutory advertising, external meeting room hire, external storage, specific bond insurance and Company search fees.

Category 2 expenses are incurred by the firm and recharged to the estate; they are not attributed to the estate by a third party invoice and/or they may include a profit element. These disbursements are recoverable in full from the estate, subject to the basis of the disbursement charge being approved by creditors in advance. Examples of category 2 disbursements are photocopying, internal room hire, internal storage and mileage.

It is proposed that the following Category 2 disbursements are recovered:

Room Hire	£50 per physical meeting
Mileage	45p per mile
Photocopying	10p per sheet

PROVISION OF SERVICES REGULATIONS SUMMARY SHEET

CROWE U.K. LLP

RECOVERY SOLUTIONS

The following information is designed to draw the attention of interested parties to the information required to be disclosed by the Provision of Services Regulations 2009.

Licensing Body

Mark Newman and Vincent John Green are licensed to act as Insolvency Practitioners (IPs) in the United Kingdom by the Insolvency Practitioners Association.

Mark Newman is a Fellow of the Insolvency Practitioners' Association and Vincent Green is a Member of the Insolvency Practitioners' Association.

Crowe U.K. LLP is a firm member of the Insolvency Practitioners Association. Crowe U.K. LLP is authorised and regulated by the Financial Conduct Authority.

Rules Governing Actions

All IPs are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the Insolvency Practitioners Association can be found at www.insolvency-practitioners.org.uk. In addition, IPs are bound by Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice>.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code.

Complaints

At Crowe U.K. LLP we always strive to provide a professional and efficient service. However, we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. As such, should you have any comments or complaints regarding the administration of a particular case then in the first instance you should contact the IP acting as office holder.

If you consider that the IP has not dealt with your comments or complaint appropriately you should then put details of your concerns in writing to our complaints officer, Mark Newman at Crowe U.K. LLP, 4 Mount Ephraim Road, Tunbridge Wells, Kent TN1 1EE. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA, and you can make a submission using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner; or you can email insolvency.enquiryline@insolvency.gsi.gov.uk; or you may phone 0300 678 0015 - calls are charged at up to 10p per minute from a land line, or for mobiles, between 3p and 55p per minute if you're calling from the UK.

Professional Indemnity Insurance

Crowe U.K. LLP's professional indemnity insurer is Markel International Insurance Co Limited of The International Underwriting Association, London Underwriting Centre, 3 Minster Court, Mincing Lane, London EC3R 7DD. The territorial coverage of the insurance is worldwide with certain restrictions on a claim brought in respect of professional business in the United States of America or Canada.

VAT

Crowe U.K. LLP is registered for VAT under registration no. GB/974 8680 58.