

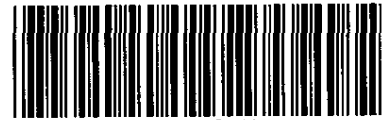
LIQ03

Notice of progress report in voluntary winding up



Companies House

THURSDAY



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COMPANIES HOUSE

1 Company details

Company number 04096093

Company name in full SOUTHERN PACIFIC PERSONAL LOANS LIMITED

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

2 Liquidator's name

Full forename(s) IAN CHRISTOPHER

Surname OAKLEY SMITH

3 Liquidator's address

Building name/number 7 MORE LONDON

Street RIVERSIDE

Post town LONDON

County/Region

Postcode SE1 2RT

Country

4 Liquidator's name ①

Full forename(s) JULIAN GUY

Surname PARR

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

5 Liquidator's address ②

Building name/number 7 MORE LONDON

Street RIVERSIDE

Post town LONDON

County/Region

Postcode SE1 2RT

Country

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

LIQ03

Notice of progress report in voluntary winding up

6 Period of progress report

From date	d	0	d	4	m	0	m	9	y	2	y	0	y	1	y	6
To date	d	0	d	3	m	0	m	9	y	2	y	0	y	1	y	7

7 Progress report

☐ The progress report is attached

8 Sign and date

Liquidator's signature

Signature

X



X

Signature date

d	2	d	7	m	1	m	0	y	2	y	0	y	1	y	7
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Joint Liquidators' progress report
from 4 September 2016 to 3
September 2017

***Southern Pacific Personal
Loans Limited – In Creditors'
Voluntary Liquidation***

27 October 2017

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Abbreviations and definitions

The following table shows the abbreviations and insolvency terms that may be used in this report.

Abbreviation or definition	Meaning
"the Company" or "SPPL"	Southern Pacific Personal Loans Limited
"the Liquidators", "we", "our", "us"	Ian Christopher Oakley Smith and Julian Guy Parr
"Acenden"	Acenden Limited (the former mortgage administrators)
"CMC"	Claims Management Company
"CVL"	Creditors' voluntary liquidation
"Data Destruction Agreement"	The agreement between Acenden, the Company and the Liquidators dated 22 December 2015 to destroy records held by Acenden belonging to the Company
"DPA"	Data Protection Act 1998
"DSAR"	Data Subject Access Request
"firm"	PricewaterhouseCoopers LLP
"HMRC"	HM Revenue & Customs
"IA86"	Insolvency Act 1986
"ICAEW"	Institute of Chartered Accountants in England and Wales
"IR16", "the Rules"	Insolvency (England and Wales) Rules 2016
"PPI"	Payment Protection Insurance
"preferential creditors"	Generally, claims for unpaid wages earned in the four months before the insolvency up to £800, holiday pay and unpaid pension contributions in certain circumstances
"prescribed part"	The amount set aside for unsecured creditors from floating charge funds in accordance with Section 176A IA86 and the Insolvency Act 1986 (Prescribed Part) Order 2003
"Records"	Information relating to SPPL's portfolio of redeemed loans whether in electronic or hard copy format.
"secured creditors"	Creditors with security in respect of their debt, in accordance with Section 248 IA86
"unsecured creditors"	Creditors who are neither secured nor preferential

Key messages

Why we've sent you this report

This is our fifth progress report to members and creditors. It will help if you read this alongside our previous progress reports.

This report provides a summary of:

- The steps taken and progress of the liquidation during the period 4 September 2016 to 3 September 2017;
- Outstanding matters; and
- The estimated outcome of the liquidation for unsecured creditors and members.

How much have creditors received

The following table summarises the payments made to creditors.

Class of creditor	Paid (p in £)	Statutory Interest
Secured creditors	n/a	n/a
Preferential creditors	n/a	n/a
Unsecured creditors	100p in £ Declared - 30 August 2016 Paid - 5 September 2016	Calculated at 8%pa for the period from 4 September 2012 to 30 August 2016. Paid on 20 June 2017

What you need to do

This report is for your information and you don't need to do anything.

Background and overview of what we've done to date

The Company was part of a larger group of companies and the business lent funds to individuals secured by way of secondary mortgages.

It ceased originating loans some years before liquidation and by August 2010 had transferred its live loans to other group companies.

The Company was placed into liquidation because of the uncertainty as to the collectability of amounts owed by other group companies and also the uncertain position of the Company with regard to future claims.

You may recall that we were appointed as joint liquidators at a meeting of creditors on 4 September 2012 following a meeting of members.

At that time, the assets of the Company were mainly cash held by the Company's solicitors, a group company and third parties. As explained in our earlier reports, upon our appointment we secured and took control of these assets, which comprised:

- Funds of £3,139,200 held by the Company's solicitors.
- Funds held by a group company of £20,947 and £10,715 being held by a third party.
- Tax losses amounting to £91,530.

When we last reported, the key outstanding matters and work likely to continue in the liquidation were as follows:

- Payment of statutory interest to unsecured creditors.
- Dealing with DSAR requests in respect of former SPPL customers.
- Dealing with correspondence regarding PPI and other claims from former SPPL customers and CMC's acting on their behalf.
- Dealing with individual requests from former SPPL customers to remove redeemed secured charges from the relevant land registry.
- Exploring the possibility of making a single discharge request for a number of Scottish registered charges.
- Monitoring the progress and finalisation of the destruction of the Records by Acenden, including receiving certificates of destruction for hard copy documents and electronic destruction of the Records.

Progress since we last reported

Book debts

We have received £4,072 by way of dividend payments from insolvencies of former debtors.

DSARs

We have received £260 in relation to £10 cheques received with DSAR requests which were processed prior to the data being unavailable.

Contribution towards legal fees (discharge requests)

As advised in our previous reports, these contributions relate to requests made to the Liquidators for the removal of Scottish and English registered charges. During the period of this report, contributions of £4,250 have been received into the liquidation estate.

Future contributions towards legal fees are expected to be minimal as we have now completed a bulk discharge exercise as explained later in this report.

Gross Interest

The Company's funds were held in an interest bearing account and £693 has been received in the period of this report. Interest on the account was stopped during the period to facilitate the final tax computations in preparation for obtaining tax clearance.

Inter-company debtor

We advised in our previous report, that the Company had received £13m from Resetfan Limited in relation to a £55m debt in respect of the amount due for preference shares.

At the time of the last report, it was uncertain as to whether any further funds would be required from this source. However, the main unsecured creditor of SPPL waived its right to interest on its claim. As a result, there were sufficient funds in the liquidation account to settle the statutory interest payments to the other unsecured creditors in full and also the future costs of the liquidation, without the need to request any further funds from Resetfan.

Other matters

DSAR's and data destruction

We previously advised that the Data Destruction Agreement was entered into on 22 December 2015, between Acenden and SPPL. Following some delays as explained in our previous report, all the Records held in Acenden's electronic systems were put beyond use with effect from 27 September 2017 thus rendering it impossible for the systems to be interrogated for information. Following that, Acenden undertook the permanent deletion of the Records and we have now received independently verified certificates from Acenden that all Records have been destroyed in accordance with the principles of the Data Protection Act 1998.

PPI and claims for mis-sold loans

We have continued to receive correspondence from individuals and CMCs indicating that they wished to make a claim for PPI or for the mis-selling of their loans.

Such claims should be made against the broker rather than SPPL and we have been communicating this message to claimants each time we have received a new request.

Requests for removal of charges from title deeds

At the time of the last report, we were considering the merits and exploring the process and costs of removing residual redeemed charges over Scottish properties. Following enquiries with the Scottish Land Registry and the Scottish Sasine Register, we obtained a list of the charges still registered in the Company's name. We concluded that the most cost effective way of dealing with the discharges would be to instruct our solicitors to carry out a single removal exercise. Following a successful trial for both the Land Register and Sasine Register, the remaining charges have now been removed.

We understand that there are likely to be some charges remaining over unregistered properties, but we have no way of being able to obtain the relevant information to be able to remove the charges. Once we have ceased to act we will no longer have authority to deal with the removal of charges. In view of this, we will be notifying HM Land Registry prior to the closure of the liquidation that any outstanding charge in SPPL's name can be removed upon application by the client.

Distribution to shareholder

We expect that once the final costs of the liquidation have been settled, there will be a surplus available for the shareholder, Resetfan.

Therefore, whilst the balance due on the intercompany debt is still £42m, no further recoveries are required as all creditors have been paid.

As any additional debt recoveries would simply return to Resetfan as shareholder, we are currently negotiating a settlement deed to avoid this circular flow of funds. It is envisaged that this deed will be executed imminently, once tax clearance has been obtained.

Statutory and compliance

Tax and VAT

The Company continues to be a member of a larger VAT group and has been included in any quarterly group VAT submissions.

At the period end, we were in the process of finalising the latest annual corporation tax return to HMRC along with our request for final corporation tax clearance in order that the liquidation can be closed.

At the time of writing, this had been finalised and forwarded to HMRC.

Other information

Our receipts and payments account

We set out in Appendix A an account of our receipts and payments in the liquidation from 4 September 2016 to 3 September 2017.

Our expenses

In Appendix B we set out a statement of the expenses we've incurred in the period covered by this report and an estimate of our future expenses.

Our fees and disbursements

At the first meeting of creditors held on 5 September 2012, the creditors passed a resolution enabling us to draw fees by reference to the time properly given by us and our staff in dealing with the liquidation. We've drawn fees in line with this resolution.

From 4 September 2016 to 3 September 2017, we incurred time costs of £289,874.45 for 705.65 hours work, which works out at an average hourly rate of £410.79. The average hourly rate in our last progress report was £363.59.

In the period, we also incurred disbursements of £743.45 and have drawn £3,030.82 in relation to these and previously incurred amounts.

We set out at Appendix C, an update on our fees, disbursements and other related matters.

Creditors' rights

Creditors have the right to ask for more information within 21 days of receiving this report as set out in Rule 18.9 IR86. Any request must be in writing. Creditors can also challenge our fees and expenses within eight weeks of receiving this report as set out in Rule 18.34 IR86. This information can also be found in the guide to fees at:

<http://www.icaew.com/-/media/corporate/files/technical/insolvency/creditors-guides/creditors-guide-liquidators-fees-final.ashx?la=en>

You can also get a copy free of charge by telephoning Michael Sullivan on 0113 289 4656.

What we still need to do

Once tax clearance has been obtained from HMRC and the settlement deed with Resefan has been finalised, we will then be in a position to settle any final costs, make the final distribution to the shareholder, prepare our final account and close the liquidation. It is anticipated that the Company will be dissolved three months after the closure of the liquidation.

Next report

We expect our next report to creditors will be the final report at the end of the liquidation in two to four months' time.

If you've got any questions, please get in touch with Michael Sullivan, on 0113 289 4656.

Yours faithfully
For and on behalf of the Company



Ian Christopher Oakley Smith
Joint liquidator

Ian Christopher Oakley Smith and Julian Guy Parr have been appointed as joint liquidators of the Company. Both are licensed in the United Kingdom to act as an insolvency practitioner by the Institute of Chartered Accountants in England and Wales. The joint liquidators are bound by the Insolvency Code of Ethics which can be found at:

<https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>.

The joint liquidators are Data Controllers of personal data as defined by the Data Protection Act 1998. PricewaterhouseCoopers LLP will act as Data Processor on their instructions. Personal data will be kept secure and processed only for matters relating to the liquidation.

Appendix A: Receipts and payments

Directors Statement of Affairs	£	Total as at 4 September 2016	Movement in period	£	Total as at 3 September 2017	Estimated Future Movement (closure in four months)	£	Estimated Final Outcome
Receipts								
Book debt		10,247.17	4,071.68		14,318.85	500.00		14,818.85
Pre-appointment funds		3,139,200.76	-		3,139,200.76	-		3,139,200.76
Sale of tax bases		91,559.69	-		91,559.69	-		91,559.69
Release of funds held by third party		10,714.87	-		10,714.87	-		10,714.87
Release of funds held by group company		20,946.62	-		20,946.62	-		20,946.62
Refund of creditor balance at Land Registry		1,091.00	-		1,091.00	-		1,091.00
Data subject access requests (TSA Rs)		9,340.00	260.00		9,600.00	-		9,340.00
Gross interest received		40,214.43	693.40		40,907.83	-		40,907.83
Inter-company debtor		13,000,000.00	-		13,000,000.00	-		13,000,000.00
Contribution to Legal Fees (discharge requests)		19,000.00	4,250.00		23,250.00	750.00		24,000.00
Refunds		273.33	-		273.33	-		273.33
		16,342,297.87		9,275.08	16,351,572.95	1,250.00		16,352,822.95
Payments								
Legal fees		(534,560.08)	(167,682.87)		(702,242.95)	(24,000.00)		(726,242.95)
Legal Disbursements		(12,650.93)	(26,866.03)		(39,516.96)	(200.00)		(39,716.96)
Professional fees - (DSA R related)		(209,435.00)	(37,353.60)		(246,788.60)	-		(246,788.60)
Professional fees - data destruction		(6,280.20)	(251,031.48)		(257,311.68)	-		(257,311.68)
Professional fees - Land registry		-	(1,275.00)		(1,275.00)	-		(1,275.00)
Statement of affairs fee		(20,000.00)	-		(20,000.00)	-		(20,000.00)
Office holder's fees (time cost basis)		(1,185,128.40)	(627,087.90)		(1,812,216.30)	(122,000.00)		(1,934,216.30)
Office holder's disbursements		(13,013.81)	(3,030.82)		(16,044.63)	(1,000.00)		(17,044.63)
Statutory and other advertising		(3,219.46)	-		(3,219.46)	-		(3,219.46)
Data Protection Act fees		(140.00)	-		(140.00)	-		(140.00)
Bank charges		(437.64)	(68.30)		(505.94)	(50.00)		(555.94)
Unclaimed dividend fee		-	-		-	(25.75)		(25.75)
Settlement agreement		(1,300,000.00)	-		(1,300,000.00)	-		(1,300,000.00)
		(3,284,923.52)	(1,114,595.00)		(4,399,518.52)	(147,275.75)		(4,546,794.27)
VAT (irrecoverable)		(371,020.52)	(214,513.05)		(585,533.57)	(29,440.00)		(614,973.57)
VAT payable		150.00	100.00		250.00	(950.00)		-
VAT receivable		-	-		-	-		-
Balance		12,686,501.83	(1,319,532.97)		11,366,968.86	(175,715.75)		11,191,253.11
Distributions								
First and final distribution to unsecured creditors of 100p in the £		(10,286,517.29)	-		(10,286,517.29)	-		(10,286,517.29)
Statutory Interest 8% from 4 Sep 2012 - 30 August 2016		-	(36,681.02)		(36,681.02)	-		(36,681.02)
Distribution to shareholder		-	-		-	(868,054.80)		(868,054.80)
Funds available		2,399,984.54			1,043,770.55			0.00
Unreashed cheques		-			36,470.25			
Balance at bank		2,399,984.54			1,080,240.80			

Notes:
Interest is no longer being applied to this account
All figures are net of VAT where applicable.
VAT is irrecoverable due to the VAT status of the Company's former business
The prescribed part provisions do not apply in this matter

Appendix B: Expenses

The following table provides details of our expenses. Expenses are amounts properly payable by us as Liquidators from the estate and includes our fees, but excludes distributions to creditors. The table also excludes any potential tax liabilities that we may need to pay as a liquidation expense because amounts becoming due will depend on the position at the end of the tax accounting period.

The table should be read in conjunction with the receipts and payments account at Appendix A, which shows expenses actually paid during the period and the total paid to date.

	Outstanding brought forward from preceding period £	Incurred in the period under review £	Amount paid in the period £	Amount outstanding £	Estimated future £
Legal fees	90,160	83,885	167,683	6,362	24,000
Legal disbursements	17,100	9,856	26,865	91	200
Professional fees - Solex	1,500	3,175	4,675	-	-
Professional fees – Acenden DSARs	-	32,679	32,679	-	-
Professional fees – data destruction	-	251,031	251,031	-	-
Office holders' fees (time cost basis)	379,980	289,874	627,088	42,766	80,000
Office holders' disbursements	2,319	743	3,031	31	1,000
Bank charges	-	68	68	-	50
Land Registry fees	-	1,275	1,275	-	-
Total	491,059	672,586	1,114,395	49,250	105,250

Notes

Figures are shown net of VAT. Where expenses are subject to VAT, the VAT will be irrecoverable.

Appendix C: Remuneration update

Our fees were approved on a time costs basis by creditors on 5 September 2012. Our fees are therefore drawn by reference to the time properly given by us and our staff in dealing with the liquidation. We have drawn fees of £627,088 during the period in line with the approval given, (including settlement of previously unbilled time) as shown on the enclosed receipts and payments account. The time cost charges incurred in the period covered by this report are £289,874. This amount does not necessarily reflect how much we will eventually draw as fees for this period.

Aspect of assignment	Partner	Director	Senior Manager	Manager	Senior Associate	Associate	Support	Total hours	Time cost £	Average hourly rate £	Cumulative time cost £
Strategy & Planning	-	0.70	0.40	13.90	15.05	0.10	3.60	33.75	13,946.20	413.22	142,373.70
Administration	-	-	-	-	-	-	-	-	-	-	2,563.25
Assets	-	-	-	0.65	-	-	-	0.65	319.50	491.54	25,422.25
Investigations	-	-	-	-	-	-	-	-	-	-	544.50
Creditors and distributions	0.20	1.10	0.75	9.10	22.20	0.95	-	34.30	14,295.90	434.28	287,998.55
Accounting and treasury	-	-	0.30	0.35	45.10	20.60	-	66.35	23,606.95	355.79	117,063.85
Inter company reporting	-	4.90	-	50.70	13.55	-	-	69.15	33,472.65	484.06	61,805.15
Statutory and compliance	0.60	0.70	2.70	15.15	58.15	1.50	-	78.80	33,453.00	424.53	128,657.65
Tax & VAT	-	0.30	6.40	40.15	57.35	6.80	1.35	112.35	48,041.70	427.61	79,216.15
Closure procedures	-	0.20	-	-	1.05	-	-	1.25	584.60	467.68	3,071.60
Data Subject Access Requests ("DSARS")	-	-	-	11.85	79.85	21.25	-	112.95	42,960.00	380.35	503,260.90
Payment Protection Insurance ("PPI") - complaints and claims	-	-	-	12.65	29.25	6.45	22.70	71.05	22,287.80	313.69	273,204.85
Removal of historic charges from Land Registry	-	2.50	-	33.30	27.65	0.75	-	64.20	29,433.85	453.80	61,443.10
Destruction of the Company's client data	-	0.40	1.20	30.85	28.40	-	-	60.85	27,172.30	446.55	168,357.00
Total for the period	0.80	10.80	11.75	218.65	377.60	58.40	27.65	705.65	289,874.45	410.79	1,854,982.50
Brought forward at 4 September 2016								5,018.50	1,565,108.05		
Total								5,724.15	1,854,982.50		

Future time cost summary

Aspect of assignment	Total hours	Cumulative time cost £	Average hourly rate £	Estimated future hours	Estimated future costs £	Estimated total cost £	Estimated future hourly rate £
Strategy & Planning	374.40	142,373.70	380.27	11.00	4,000.00	146,373.70	379.80
Administration	10.10	2,563.25	253.79	-	-	2,563.25	253.79
Assets	56.95	25,422.25	446.40	-	-	25,422.25	446.40
Investigations	1.60	544.50	340.31	-	-	544.50	340.31
Creditors and distributions	716.90	287,998.55	401.73	5.00	2,000.00	289,998.55	401.72
Accounting and treasury	429.89	117,063.85	272.31	44.00	12,000.00	129,063.85	272.35
Inter company reporting	124.40	61,805.15	496.83	16.00	8,000.00	69,805.15	497.19
Statutory and compliance	372.55	128,657.65	345.34	72.00	25,000.00	153,657.65	345.65
Tax & VAT	202.70	79,216.15	390.80	15.00	6,000.00	85,216.15	391.44
Closure procedures	6.75	3,071.60	455.05	33.00	15,000.00	18,071.60	454.63
Data Subject Access Requests ("DSARs")	1,863.93	503,260.90	270.00	7.00	2,000.00	505,260.90	270.06
Payment Protection Insurance ("PPI") - complaints and claims	993.70	273,204.85	274.94	15.00	4,000.00	277,204.85	274.81
Removal of historic charges from Land Registry	176.85	61,443.10	347.43	6.00	2,000.00	63,443.10	346.97
Destruction of the Company's client data	393.43	168,357.00	427.92	-	-	168,357.00	427.92
Totals	5,724.15	1,854,982.50	324.06	224.00	80,000.00	1,934,982.50	325.31

Our time charging policy and hourly rates

We and our team charge our time for the work we need to do in the liquidation. We delegate tasks to suitable grades of staff, taking into account their experience and any specialist knowledge that is needed and we supervise them properly to maximise the cost effectiveness of the work done. Anything complex or important matters of exceptional responsibility are handled by our senior staff or us.

All of our staff who work on the liquidation (including our cashiers, support and secretarial staff) charge time directly to the case and are included in any analysis of time charged. Each grade of staff has an hourly charge out rate which is reviewed from time to time. For the avoidance of doubt, work carried out by our cashiers, support and secretarial staff is charged on a time costs basis and is included in the analysis of hourly rates charged by partners or other staff members. Time is charged in three minute units (i.e. 0.05 units). We don't charge general or overhead costs.

We set out below the maximum charge-out rates per hour for the grades of our staff who already or who are likely to work on the liquidation.

Grade	Up to 30 June 2017 £	From 1 July 2017 £
Partner	840	865
Director	740	760
Senior manager	560	575
Manager	480	495
Senior associate – qualified	400	412
Senior associate – unqualified	295	304
Associate	250	258
Support staff	125	129

In common with many professional firms, our scale rates may rise to cover annual inflationary cost increases.

Payments to associates

We have not made any payments to associates in the period covered by this report.

Our work in the period

Earlier in this section we included an analysis of the time spent by the various grades of staff. Whilst this is not an exhaustive list, in the following table we provide more detail on the key areas of work.

Area of work	Work undertaken	Why the work was necessary and what, if any, financial benefit the work provided to creditors
Strategy & planning	<ul style="list-style-type: none"> • Internal reviews; • Case progression meetings; • Review of estimated outcome statement and amend as appropriate; and • Strategy reviews / meetings with appointment takers. 	<ul style="list-style-type: none"> • To ensure the liquidation strategy is appropriate and leads to the best outcome for creditors.
Creditor claims and distribution	<ul style="list-style-type: none"> • Dealing with queries and questions from existing creditors; • Review of dividend payment and liaising with cashiers; • Arrangement of replacement dividend cheques for creditors; and • Calculation, review and dealing with payment of statutory interest to unsecured creditors. 	<ul style="list-style-type: none"> • Work is required by statute; • To ensure creditors' claims are adjudicated correctly; and • Provide the best outcome for creditors.
Accounting and treasury	<ul style="list-style-type: none"> • Management of bank account; • Periodic bank reconciliations; • Processing payment requests and banking of receipts; • Receiving, coding and banking £10 cheques in respect of the DSARs; • Raising payments in respect of statutory interest; • Requests for reissue of uncashed dividend cheques; and • Cancellation of uncashed cheques. 	<ul style="list-style-type: none"> • Fundamental to proper management of the Liquidation and stewardship of the estate funds. • Complying with statutory and regulatory duties regarding the holding and accounting for funds.
Inter company reporting	<ul style="list-style-type: none"> • Strategy meetings concerning other companies within the group regarding timing and distribution of surplus funds and tax implications; • Review of draft agreement between SPPL and Resetfan regarding distribution of surplus funds; and • Liaising with lawyers for review and advice on wording of draft agreement. 	<ul style="list-style-type: none"> • Following the distribution of 100p in the £ to unsecured creditors plus statutory interest, the remaining group members hold significant financial interest in any further distribution to members.

Area of work	Work undertaken	Why the work was necessary and what, if any, financial benefit the work provided to creditors
Statutory and compliance	<ul style="list-style-type: none"> • Preparing and distributing the statutory progress report to members and creditors for year ended 3 September 2016; • Review and analysis of joint liquidators time costs; • Storage of company books and records; • Internal compliance procedures; • Dealing with general correspondence; and • Statutory issues surrounding data protection and DSARs. 	<ul style="list-style-type: none"> • Work is required by statute; and • Work is essential for case administration.
Tax & VAT	<ul style="list-style-type: none"> • Review and preparation of periodic and final corporation tax return; • Preparation and submission of VAT returns; • Review of proposed Resettan distribution for any future tax impact on SPPL; • Review on any potential tax impact on SPPL following largest creditor waiving its right to statutory interest; and • Drafting of tax clearance letter to HMRC. 	<ul style="list-style-type: none"> • Work is required by statute; and • Work is necessary for general case progression.
Data Subject Access Requests ("DSARs")	<ul style="list-style-type: none"> • Dealing with daily correspondence received from former SPPL customers submitted DSARs – both valid and invalid requests; • Updating records regarding receipt and progress of DSAR requests; • Requesting retrieval of data from Acenden to comply with DSARs; • Copy and forward received data to legal agent for redaction and send on to former customers; • Correspondence in respect of invalid DSAR submissions; and • Draft and update standard template letter for all correspondence following destruction of hard and soft copy data held by Acenden. 	<ul style="list-style-type: none"> • Incidental to proper management of the Liquidation; and • Work is required by statute.

Area of work	Work undertaken	Why the work was necessary and what, if any, financial benefit the work provided to creditors
Payment Protection Insurance ("PPI") – complaints and claims	<ul style="list-style-type: none"> • Dealing with correspondence received from former SPPL customers in respect of PPI and other claims; • Updating records regarding receipt and progress of PPI and other claims; • Responding to correspondence received in relation to PPI claims and undisclosed commission on PPI claims; and • Sending standard template letters following destruction of SPPL data held by Acenden. 	<ul style="list-style-type: none"> • Incidental to proper management of the Liquidation; and • To ensure all creditors are provided with SPPL's position regarding the Liquidation.
Removal of historic charges from Land Registry	<ul style="list-style-type: none"> • Liaising with solicitors regarding removal of Scottish charges via Scottish Land Registry and Sasine Register; • Review of charges listed with Scottish Land Registry and Sasine Register; • Deal with correspondence from individuals and their legal advisors regarding removal of Scottish charge; • Forward individual requests to solicitors; • Receipt of contribution towards legal fees from individuals following requests for removal of charges; • Review of bulk discharge application and process received from solicitors; and • Authorisation and signing of bulk discharge applications. 	<ul style="list-style-type: none"> • Incidental to proper management of the Liquidation; and • To facilitate a practical and cost effective solution to outstanding charges on former customer properties.
Destruction of the Company's client data	<ul style="list-style-type: none"> • Liaising with Acenden and obtaining regular updates on the progress of destruction of client data; • Review and further consultation with solicitors and internal staff regarding DPA requirements of data destruction; • Obtaining and reviewing relevant destruction certificates following confirmation of all data destruction; and • Agreement and payment of outstanding costs in dealing with data destruction. 	<ul style="list-style-type: none"> • Incidental to proper management of the Liquidation; and • To comply with DPA requirements.

Our future work

We still need to do the following work in the liquidation. For the purposes of this report, we assume that all matters will be completed within the next four months and the estimated cost is £80,000 as calculated in the table below.

Area of work	Work we need to do	Estimated future cost	Whether or not the work will provide a financial benefit to creditors
Strategy & planning	<ul style="list-style-type: none"> • Internal reviews; • Case progression meetings; and • Update of estimated outcome statement. 	• £4,000	<ul style="list-style-type: none"> • To ensure the Liquidation strategy is appropriate and leads to the best outcome for shareholders.
Creditor claims and distribution	<ul style="list-style-type: none"> • Dealing with any further queries and questions from creditors; and • Final distribution of remaining balance to shareholders. 	• £2,000	<ul style="list-style-type: none"> • Work is required by statute; • To ensure creditors are notified of SPPL's position regarding the Liquidation. • Distribution of residual funds to shareholders.
Accounting and treasury	<ul style="list-style-type: none"> • Performing bank reconciliations; • Management of bank account; • Bank account closure; • Payments to ISA regarding uncashed dividend payments; and • Final payment of outstanding costs of the liquidation. 	• £12,000	<ul style="list-style-type: none"> • Incidental to proper management of the liquidation. • Complying with statutory and regulatory duties regarding the holding and accounting for funds.
Inter company reporting	<ul style="list-style-type: none"> • Finalisation of matters concerning other group companies. • Finalisation of the settlement deed; and • Distribution of funds to shareholders. 	• £8,000	<ul style="list-style-type: none"> • Following the distribution of 100p in the £ to unsecured creditors plus statutory interest, the remaining group members hold significant financial interest in any further distribution to members.

Area of work	Work we need to do	Estimated future cost	Whether or not the work will provide a financial benefit to creditors
Statutory and compliance	<ul style="list-style-type: none"> • Internal compliance procedures; and • Preparing and sending out the statutory progress report for year ending 3 September 2017. 	• £25,000	<ul style="list-style-type: none"> • Work is required by statute; and • Work is essential for case administration.
Tax & VAT	<ul style="list-style-type: none"> • Preparation and submission of periodic and final tax return; and • Preparation and submission of VAT returns. 	• £6,000	<ul style="list-style-type: none"> • Work is required by statute; and • Work is necessary for general case progression.
Closure procedures	<ul style="list-style-type: none"> • Obtaining tax clearance; • Drafting and issuing of final progress report; and • Case file archiving and case database closure. 	• £15,000	<ul style="list-style-type: none"> • Statutory requirement.
Data Subject Access Requests ("DSARs")	<ul style="list-style-type: none"> • Deal with correspondence received from former SPPL customers submitting DSARs; and • Responding to correspondence with standard template letter. 	• £2,000	<ul style="list-style-type: none"> • Incidental to proper management of the Liquidation; and • Work is required by statute.
Payment Protection Insurance ("PPI") – complaints and claims	<ul style="list-style-type: none"> • Dealing with correspondence received from former SPPL customers in respect of PPI and other claims; and • Responding to correspondence with standard template letter. 	• £4,000	<ul style="list-style-type: none"> • Incidental to proper management of the Liquidation.
Removal of historic charges from Land Registry	<ul style="list-style-type: none"> • Dealing with possible future requests from former SPPL customers for charges on un-registered properties. 	• £2,000	<ul style="list-style-type: none"> • Incidental to proper management of the Liquidations; and • To facilitate a practical and cost effective solution.

Disbursements

We don't need to get approval to draw expenses or disbursements unless they're for shared or allocated services provided by our own firm, including room hire, document storage, photocopying, communication facilities. These types of expenses are called "Category 2" disbursements and they must be directly incurred on the case, subject to a reasonable method of calculation and allocation and approved by the same party who approves our fees.

Our expenses policy allows for all properly incurred expenses to be recharged to the liquidation.

The following disbursements arose in the period of this report.

Category	Policy	Costs incurred £
2	Photocopying - at 5 pence per sheet copied, only charged for circulars to creditors and other bulk copying.	439.73
2	Mileage - At a maximum of 67 pence per mile (up to 2,000cc) or 80 pence per mile (over 2,000cc)	-
1	Archiving Costs	56.96
1	Car Parking	9.48
1	Postage / Courier	123.08
1	Rail Fares	114.20
Total		743.45

Our relationships

We have no business or personal relationships with the parties who approve our fees or who provide services to the liquidation where the relationship could give rise to a conflict of interest.

Legal and other professional firms

We've instructed the following professionals on this case:

Service provided	Name of firm / organisation	Reason selected	Basis of fees	Amount paid in period (£)
Legal services regarding registered charges	• Reed Smith LLP	• Expertise	• Time cost basis	167,683
Redaction of information for DSARs.	• Solex Legal Services Limited	• Expertise	• Fixed fee	4,675
Data storage and supply of information for DSARs and other matters relating to client accounts.	• Acenden Limited	• Former mortgage administrators and holder of client records.	• Fixed fee (for DSARs and destruction) and time-cost basis for other work.	32,679
Destruction of client data	• Acenden Limited	• Former mortgage administrators and holder of client records.	• Fixed fee	251,031

Our choice was based on the advisers' experience, the complexity and type of work and the basis of the fee arrangement. We're satisfied that the fees charged are reasonable.

Appendix D: Other information

Company's registered name:	Southern Pacific Personal Loans Limited
Trading name:	As above
Registered number:	04096093
Registered address:	PricewaterhouseCoopers LLP Central Square Level 8 29 Wellington Street Leeds LS1 4DL
Date of the Liquidators' appointment:	4 September 2012
Liquidators' names, addresses and contact details:	Ian Christopher Oakley Smith (4 September 2012 to date) PricewaterhouseCoopers LLP 7 More London Riverside London SE1 2RT and Julian Guy Parr (22 March 2013 to date) PricewaterhouseCoopers LLP 7 More London Riverside London SE1 2RT
Former Liquidator	Derek Anthony Howell (4 September 2012 to 22 March 2013)
