In accordance with Rule 18.7 of the Insolvency (England & Wales) Rules 2016 and Sections 92A, 104A and 192 of the Insolvency Act 1986.

# LIQ03 Notice of progress report in voluntary winding up



		For further information, please
	*A7C	nouse 3 <b>Ø</b> XMR*
1	Commence details	98/2018 #265 HES HOUSE
Company number	0 6 5 3 3 4 2 3	→ Filling in this form
Company name in full	Trotton Place Associates Limited	Please complete in typescript or in bold black capitals.
2	Liquidator's name	
Full forename(s)	Mark	
Surname	Newman	
3	Liguidator's address	
Building name/number	4 Mount Ephraim Road	
Street		
Post town	Tunbridge Wells	
County/Region	Kent	
Postcode	TN1 1EE	
Country		
4	Liquidator's name ●	
Full forename(s)	Vincent John	Other liquidator Use this section to tell us about
Surname	Green	another liquidator.
5	Liquidator's address o	
Building name/number	4 Mount Ephraim Road	Other liquidator
Street		Use this section to tell us about another liquidator.
Post town	Tunbridge Wells	
County/Region	Kent	
Postcode	T N 1 1 E E	
		<b>]</b>

LIQ03 Notice of progress report in voluntary winding up

6	Period of progress report	
From date	0 2 0 8 7 7 7 T	
To date	°0 °1	_
7	Progress report	
8	☑ The progress report is attached  Sign and date	
Liquidator's signati		
Signature date	0 9 0 8 2 0 1 8	_

#### 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	Vincent John Green				
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

## Trotton Place Associates Limited (In Liquidation) Joint Liquidators' Summary of Receipts & Payments

08/2017 08/2018 £		From 02/08/2010 To 01/08/2018 £
NIL		209,245.05
NIL		6.74
NIL		209,251.79
NIL		260.00
NIL		8,966.75
NIL		97 70
NIL		2,467.05
NIL		2,043.11
NIL		63.00
NIL		(13,897.61)
		( 1, = - ,
NIL		192,429.71
NIL	_	(192,429.71)
NIL	_	2,924.47
<del></del>		
		2,924.47
		2,924.47

Note:

Vincent John Green Joint Liquidator



Crowe U.K. LLP

www.crowe.co.uk

Chartered Accountants Member of Crowe Global 4 Mount Ephraim Road Tunbridge Wells Kent TN1 1EE, UK Tel +44 (0)1892 700200 Fax +44 (0)1892 619312

Trotton Place Associates Limited (in Members' Voluntary Liquidation)

JOINT LIQUIDATORS' PROGRESS REPORT TO MEMBERS For the year 2 August 2017 ending 1 August 2018

#### STATUTORY INFORMATION

Company name: Trotton Place Associates Limited

Registered office: 4 Mount Ephraim Road, Tunbridge Wells, Kent TN1 1EE

Former registered office: Trotton Place, Trotton, Petersfield, Hampshire GU31 5EN

Registered number: 06533423

Joint Liquidators' names: Mark Newman and Vincent John Green

Joint Liquidators' address: 4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE

Joint Liquidators' date of

appointment:

2 August 2010

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.

#### JOINT LIQUIDATORS' ACTIONS SINCE LAST REPORT

Members will be aware that the only matters preventing closure of the liquidation is that of tax clearance and payment of a final distribution to the Company's sole shareholder.

In the period since our last report, we have brought all outstanding taxation matters up to date and thereafter requested tax clearance. H M Revenue & Customs have yet to respond to our requests.

There is certain work that we are required by the insolvency legislation to undertake work in connection with the liquidation that provides no financial benefit for the creditors. A description of the routine work undertaken since our last progress report is contained in Appendix II.

#### RECEIPTS AND PAYMENTS ACCOUNT

Our Receipts & Payments Account for the period from 2 August 2017 to 1 August 2018 is attached at Appendix I.

There have been no receipts or payments in the reporting period.

The balance of funds are held in a non-interest bearing estate bank account...

#### **ASSETS**

#### Cash at Bank

The Declaration of Solvency detailed cash at bank of £210,976 as the Company's sole asset.

As shown on the receipts and payments account, the amount £209,245.05 was received during the first year of the liquidation.

#### Bank Interest

In the period of the Company's liquidation bank deposit interest has been received of £6.74.

#### LIABILITIES

#### Secured Creditors

An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company has no charges over its assets.

#### Preferential Creditors

The Declaration of Solvency did not show any preferential creditors and no such claims have been received during the course of the liquidation.

#### Non-preferential unsecured Creditors

The Declaration of Solvency did not show any unsecured creditors and no such claims have been received during the course of the liquidation.

#### Share Capital

The following is a summary of the distributions that were made to the shareholder in the liquidation.

Name of Shareholder	Shareholding	Date paid	Asset	Amount
Timothy C M Parker	100%	22 December 2010	Cash	£142,429.71
Timothy C M Parker	100%	27 January 2011	Cash	£50,000.00
Totals:				£192,429.71

This represents a distribution to the shareholder of £192,429.71 per Ordinary £1 share.

#### JOINT LIQUIDATORS' REMUNERATION

Our remuneration was previously authorised by the Member at a meeting held on 2 August 2010 to be drawn on a time cost basis. Our total time costs to 1 August 2018 amount to £9,966 95, representing 73 44 hours work at an average charge out rate of £135 72 per hour.

In the period 2 August 2017 to 1 August 2018 we have spent 20.50 hours on the administration of the liquidation. No charge has been made to the liquidation in respect of this time. We have drawn £8,966.75 to 9 August 2018.

A schedule of my time costs incurred to date is attached as Appendix II.

A copy of 'A Members' Guide to Liquidators' Fees', together with an explanatory note is attached. Should you require hard copies of any of the electronic documents referred to, please contact this office.

Some of the hourly charge-out rates of Crowe U.K. LLP' staff have changed over the course of this matter, as set out below:

	From	From						
	02/08/2010	01/05/2011	01/04/2012	01/10/2012	01/01/2014	01/12/2014	01/04/2015	01/04/2018
	to	to date						
	30/04/2011	31/03/2012	30/09/2012	31/12/2013	30/11/2014	31/03/2015	31/03/2018	_
Partner (office holder)	£275	£300	£300	£300	£300	£300	£300	£375
Director	•	-	- 1	-		£250	£2 <u>50</u>	£290
Senior Manager	£180	£200	£200	£200	£200	£200	£210	£250
Manager	-	-	-	-	£175	£175	£180	£210
Assistant Manager	-	-	-	£150	£150	£150	£165	£180
Senior Administrator	£125	£125	£140	£140	£140	£140	£150	£165
Administrator	£80	£100	£100	£100	£100	£100	£110	£125
Trainee/ Support staff	£50	£50	£50	£50	£50	£50	£60	£65

#### JOINT LIQUIDATORS' EXPENSES

We have incurred expenses to 1 August 2018 of £1,207 as follows:.

Type of expense	Amount incurred in the reporting period	Amount paid in the reporting period		
Specific Bond	£280.00	£260.00		
Bank Charges	£63.00	£63.00		
Travel	£97.70	£97.70		
Company Search	£15.00	£Nil		
Statutory Advertising	£283.18	£Nil		

We have used the following agents or professional advisors:

Professional Advisor De Pinna Notaries Nature of Work Legal Advice **Basis of Fees** 

A fee of £2,000.00 plus disbursements of £467.05 plus VAT.

The choice of professionals was based on my perception of their experience and ability to perform this type of work and the complexity and nature of the assignment. We also considered that the basis on which they will charge their fees represented value for money. We have reviewed the charges they have made and am satisfied that they are reasonable in the circumstances of this case

We will not draw any further expenses in this matter.

#### **FURTHER INFORMATION**

A Member may, with the permission of the court or with at least 5% of the total voting rights of all the Members having the right to vote at general meetings of the company request further details of the Joint Liquidators' remuneration and expenses, within 21 days of receipt of this report.

A Member may, with the permission of the court or with at least 10% of the total voting rights of all the Members having the right to vote at general meetings of the company, apply to Court to challenge the amount of remuneration charged by the Joint Liquidators as being excessive, and/or the basis of the Joint Liquidators' remuneration, and/or the amount of the expenses incurred as being excessive, within 8 weeks of their receipt of this report.

The Liquidation will remain open until tax clearance is received and the final distribution to the member will be declared. We estimate that this will take approximately three months and once resolved the Liquidation will be finalised and our files will be closed.

If members have any queries regarding the conduct of the Liquidation, or if they want hard copies of any of the documents made available on-line, they should contact Steven Edwards on 01892 700200, or by email at recoverysolutions@crowe.co.uk.

Vincent Green JOINT LIQUIDATOR

# Trotton Place Associates Limited (In Liquidation) Joint Liquidators' Summary of Receipts & Payments

From 02/08/2010 To 01/08/2018 £	From 02/08/2017 To 01/08/2018 £		Declaration of Solvency £
		ASSET REALISATIONS	-
209,245.05	NIL	Cash at Bank	210,976.00
6.74	NIL	Bank Interest Gross	,
209,251.79	NIL		
		COST OF REALISATIONS	
260.00	NIL	Specific Bond	
8,966.75	NIL	Joint Liquidators' Fees	
97.70	NIL	Joint Liquidators' Disbursements	
2,467.05	NIL	Legal Fees (1)	
2,043.11	NIL	VAT	
63.00	NIL	Bank Charges	
(13,897.61)	NIL		
(10,000		DISTRIBUTIONS	
192,429.71	NIL	Ordinary Shareholders	
(192,429.71)	NIL	• • • • • • • • • • • • • • • • • • • •	
2,924.47	NIL		210,976.00
		REPRESENTED BY	
2,924.47		Bank 2 Current - SVENSKA	
2,924.47			

Note:

Vincent Jean Green Joint Liquidator

#### Appendix II

#### <u>Administration</u>

- Case planning devising an appropriate strategy for dealing with the case and giving instructions to the staff to undertake the work on the case.
- Issuing the statutory notifications to creditors and other required on appointment as office holder, including gazetting the office holder's appointment.
- Dealing with all routine correspondence and emails relating to the case.
- Maintaining and managing the office holder's estate bank account.
- Undertaking regular bank reconciliations of the bank account containing estate funds.
- Reviewing the adequacy of the specific penalty bond on a guarterly basis.
- Undertaking periodic reviews of the progress of the case.
- Overseeing and controlling the work done on the case by case administrators.
- Preparing, reviewing and issuing annual progress reports to Members.
- Filing returns at Companies House.
- Preparing and filing VAT returns
- Preparing and filing Corporation Tax returns.

#### **Trotton Place Associates Limited**

#### Time Cost Summary for the period 2 August 2010 to 1 August 2018

	Partner	Manager	Case Administrator	Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
Administration and Planning							
Case General Administration	0.75	10 25			11.00	2,066.25	187.84
Tax & VAT	0 00	2.30			2.30	249.00	108.26
Legal & Litigation	1.50				1 50	412.50	275.00
Statutuory Matters	7.10	12.15			19 25	810.00	42.08
Case Accounting		0.55	5.17	2.17	7 89	731.70	92.74
Strategy / Case Review	5.50	9.15			14 65	2,655.00	181,23
Realisation of Assets							
Cash at Bank	0 10				0.10	27.50	275.00
Case Specific Matters	<del> </del>	· · · · · · · · · · · · · · · · · · ·	<del>'</del>				
Work carried out in advance of Liquidation		16.25			16 25	2,925.00	180.00
Shareholder's Distributions		0.50		-	0 50	90.00	180.00
Total Hours	14.95	51 15		2.17	73 44		
Total Cost	2,188.75	7,151.50	430.20	196.50		9,966 95	
Average Hourly Rate	146.40	139.81	83.21	90.55			135 72

Joint Liquidators' Fees drawn from estate funds in accordance with time cost resolution approved at the meeting of creditors on 2 August 2010

£8,966.75



### 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 <a href="https://www.creditorinsolvencyguide.co.uk">www.creditorinsolvencyguide.co.uk</a>, 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 <a href="https://www.insolvency-practitioners.org.uk">www.insolvency-practitioners.org.uk</a> 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

	Current charge-out rate per hour, effective from 01/04/2018
Grade of staff	£
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 Mileage Photocopying £50 per physical meeting 45p per mile 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 <a href="https://www.insolvency-practitioners.org.uk">www.insolvency-practitioners.org.uk</a>. In addition, IPs are bound by Statements of Insolvency Practice (SIPs), details of which can be found at <a href="https://www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice">https://www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice</a>.

#### **Ethics**

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

#### 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