

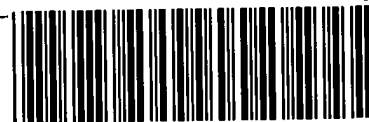
AM10

Notice of administrator's progress report



Companies House

THURSDAY



ACFYHVU1

A09

09/11/2023

#150

COMPANIES HOUSE

1 Company details

Company number 07999360

Company name in full Symbio Energy Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Administrator's name

Full forename(s) Jonathan Mark

Surname Amor

3 Administrator's address

Building name/number 5th Floor Ship Canal House

Street 98 King Street

Post town Manchester

County/Region

Postcode M24WU

Country

4 Administrator's name ①

Full forename(s) Nicola Kate

Surname Clark

① Other administrator

Use this section to tell us about
another administrator.

5 Administrator's address ②

Building name/number 5th Floor Ship Canal House

Street 98 King Street

Post town Manchester

County/Region

Postcode M24WU

Country

② Other administrator

Use this section to tell us about
another administrator.

AM10

Notice of administrator's progress report

6 Period of progress report

From date.	^d 1	^d 3	^m 0	^m 4	^y 2	^y 0	^y 2	^y 3
To date.	^d 1	^d 2	^m 1	^m 0	^y 2	^y 0	^y 2	^y 3

7 Progress report

☒ I attach a copy of the progress report

8 Sign and date

Administrator's
signature

Signature

X 

X

Signature date

^d 0	^d 7	^m 1	^m 1	^y 2	^y 0	^y 2	^y 3
----------------	----------------	----------------	----------------	----------------	----------------	----------------	----------------

**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 **Conor Leyden**

Company name **Azets**

Address **Ship Canal House**
98 King Street

Post town **Manchester**

County/Region

Postcode

M 2 4 W U

Country

DX

Telephone

0161 245 1000

**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

Joint Administrators' Progress Report

**Symbio Energy Limited
- In Administration**

For the period from 13 April 2023 to 12 October 2023

Dated: 7 November 2023



CONTENTS

1	Executive Summary
2	A Message to Customers
3	Introduction and Statutory Information
4	Joint Administrators' Receipts and Payments Account
5	Progress of the Administration
6	Extension of the Administration
7	Joint Administrators' Remuneration and Expenses
8	Estimated Outcome for Creditors
9	Ending the Administration
10	Creditors' Rights
11	Next Report and Conclusion

APPENDICES

A	Receipts and Payments Account from 13 April 2023 to 12 October 2023 and cumulatively for the period from 13 October 2021 to 12 October 2023.
B	Time Analysis for the period from 13 April 2023 to 12 October 2023 and cumulatively for the period from 13 October 2021 to 12 October 2023.
C	Additional Information in Relation to the Joint Administrators' Fees, Expenses & the use of Subcontractors.
D	Estimated Outcome Statement as at 12 October 2023.
E	How the Administration Will End.

ADMINISTRATORS' PROGRESS REPORT

1 Executive Summary

- 1.1 This executive summary reflects the statutory information in respect of Symbio Energy Limited ("the Company") and the Administration. It must be read in conjunction with our entire report.

Name of Company:	Symbio Energy Limited
Company Registration Number:	07999360 England & Wales
Nature of Business:	Retail Supplier of Electricity
Trading Addresses / Former Registered Office:	Integer Millennium House, Bre Innovation Campus, Bucknalls Lane, Watford, Hertfordshire WD25 9XX
Trading Names:	Symbio Energy 
Directors of the Company:	Vinesh Patel from 23 August 2019 to 14 October 2021 Nikunj Vyas from 01 June 2019 to 14 October 2021
Joint Administrators:	Jonathan Mark Amor of Azets Holdings Limited, 5 th Floor, Ship Canal House, 98 King Street, Manchester, M2 4WU and Nicola Kate Clark of Azets Holdings Limited, 5 th Floor, Ship Canal House, 98 King Street, Manchester, M2 4WU
Court Reference:	High Court of Justice, Business and Property Courts in Leeds. Case number CRN-2021-LDS-000478
Security Interests:	Primary security interest: Enigmasoft Technologies Private Limited Date of Charge: 15 August 2021 Date of Registration: 03 September 2021

Joint Administrators' Revised Fees Estimate

Fees Estimate	(£)
Original Fees Estimate for 12-month period to 12 October 2022	785,502.50
Additional costs for six-month period to 12 April 2023	304,585.00
Additional costs for twelve-month period to 12 April 2024	310,600.00
Total Revised Fees Estimate	1,400,687.50

Summary Estimated Outcome Statement
(see Appendix D)

	Estimate as at 12 April 2023 (£)	Estimate as at 12 October 2023 (£)
Estimated Value of Assets to be Recovered	5,981,238.75	5,991,874.92
Estimated Expenses of the Administration	3,626,314.64	3,678,609.51
Total Estimated Preferential Liabilities	6,870.98	3,237.91
Total Estimated Unsecured Liabilities	19,623,244.20 (to be determined)	33,367,686.92.81 (to be determined)
Estimated Return to Secured Creditors (security and quantum of claim to be determined)	100 pence in the pound	
Estimated Return to Preferential Creditors	100 pence in the pound	
Estimated Return to Unsecured Creditors	6.10 pence in the pound	

2 A Message to Customers

2.1 The Company's customers were transferred to E.ON Next Energy Limited ("**E.ON Next**") on 3 October 2021 under the Supplier of Last Resort ("**SoLR**") process. The Company was subsequently placed into Administration on 13 October 2021 and Jonathan Mark Amor and Nicola Kate Clark of Azets Holdings Limited ("**Azets**") were appointed as Joint Administrators.

2.2 Please note that all credit balances as at the SoLR date are protected and will be honoured by E.ON Next.

2.3 If customers have any outstanding queries, including those regarding ongoing supply or outstanding credit balances, then please contact E.ON Next using the following dedicated contact details:

Residential Customers

- Email: hi@eonnext.com
- Telephone: 0808 5015 200

Business Customers

- Email: hellobusiness@eonnext.com
- Telephone: 0808 5015 699

Further information and support can be found on the Ofgem website: www.ofgem.gov.uk

If customers need additional support in England and Wales, they can call **Citizens Advice** on:

- Telephone: 0808 223 1133
- Email: <https://www.citizensadvice.org.uk/about-us/contact-us>

If customers need additional support in Scotland, they can contact **Advice Direct Scotland** on:

- Telephone: 0808 196 8660
- Email: <https://advice.scot/contact-us/>

2.4 Credit Style Limited ("**Credit Style**") is continuing to assist with the ongoing collection of the outstanding debit balances due from customers as at the date of the SoLR. Credit Style has full authority to deal with all debts due to the Company from former customers and to collect payment on behalf of the Joint Administrators. For the avoidance of doubt, the undertaking with Enigmasoft Technologies Private Limited ("**Enigmasoft**") for assistance with collection of the debit balances ceased on 12 April 2022.

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

- 2.5 The Joint Administrators and the Company no longer have access to the billing systems and all relevant customer information has been migrated to E.ON Next as part of the SoLR process. The Joint Administrators can no longer issue or amend further bills or statements.
- 2.6 If you have an outstanding debit balance and are looking to arrange payment, please submit a response to Credit Style via www.creditstyle.co.uk/contact-us/ or contact them on 0330 0450 650.

3 Introduction and Statutory Information

- 3.1 The purpose of this report is to fulfil our statutory obligations to provide creditors with a progress report covering the fourth six-month period of the Administration. We have an ongoing obligation to provide a further report for every subsequent period of six months or sooner should the Administration be concluded.
- 3.2 This progress report covers the six-month period from 13 April 2023 to 12 October 2023 ("**the Period**") and should be read in conjunction with our Proposals circulated to all known creditors on 1 December 2021 and the Joint Administrators' first, second and third progress reports circulated to creditors on 11 May 2022, 3 November 2022 and 10 May 2023, respectively.
- 3.3 Jonathan Mark Amor and Nicola Kate Clark of Azets at 5th Floor, Ship Canal House, 98 King Street, Manchester, M2 4WU were appointed Joint Administrators of the Company on 13 October 2021. The appointment was made by the directors, with the consent of the secured creditor.
- 3.4 Jonathan Mark Amor is licensed to act as an Insolvency Practitioner in the UK by the Insolvency Practitioners Association ("**IPA**") and Nicola Kate Clark is licensed to act as an Insolvency Practitioner in the UK by the Institute of Chartered Accountants in England and Wales ("**ICAEW**") and we are bound by the Insolvency Code of Ethics when carrying out all professional work in relation to an insolvency appointment.
- 3.5 The Administration order was made by the High Court of Justice, Business and Property Courts in Leeds under reference CRN-2021-LDS-000478 upon application by the directors, with the consent of the secured creditor. As a result, we were appointed as Joint Administrators of the Company and act jointly and severally in the Administration. The Company is registered in England and Wales under the company number 07999360.
- 3.6 We would confirm that at a Court hearing on 23 September 2022, the Judge ordered that the period of the Administration be initially extended for a period of six months to 12 April 2023. At a subsequent Court hearing on 15 December 2022, the Judge ordered that the period of the Administration be extended for a further period of 12 months to 12 April 2024. Further information on the extension of the Administration can be found in Section 6 below.
- 3.7 The former registered office address of the Company was Integer Millennium House, Bre Innovation Campus, Bucknalls Lane, Watford, Hertfordshire WD25 9XX and we have changed this for the purpose of the Administration to 5th Floor Ship Canal House, 98 King Street, Manchester, M2 4WU.
- 3.8 Information about the way that we will use, and store personal data on insolvency appointments can be found at <https://www.azets.co.uk/about-us/privacy-cookie-policy/>. If you are unable to download this, please contact us and a hard copy will be provided to you.
- 3.9 The Joint Administrators' contact details are by telephone on 0161 245 1000 or via email at Conor.Leyden@Azets.co.uk.

4 Joint Administrators' Receipts and Payments Account

- 4.1 We have provided at **Appendix A**, a copy of the Joint Administrators' Receipts and Payments Account for the period from 13 April 2023 to 12 October 2023 and cumulatively for the period from 13 October 2021 to 12 October 2023. Further information in respect of the expenses of the Administration process can be found in section 7 and the accompanying Estimated Outcome Statement attached at **Appendix D**.

- 4.2 In **Section 5** below, you will find an update on the progress made during the Period in realising the Company's assets and dealing with its affairs.

5 Progress of the Administration

- 5.1 As set out in our Proposals, the statutory objective being pursued in the Administration is to achieve a better result for the Company's creditors as a whole than would have been likely if the Company was wound up (without first being in Administration).
- 5.2 As previously reported, a Data Sharing and Transitional Service Agreement was entered into with E.ON Next to facilitate a seamless migration of customer accounts to E.ON Next and to determine accurate information in relation to customers' final debit and credit balances.
- 5.3 The customer service function provided by Enigmasoft was also retained to collate all meter readings and to facilitate a final billing exercise which was a critical aspect of our strategy in order to preserve value in the Company's debtor book and to maximise realisations for the benefit of creditors generally.
- 5.4 This section of the progress report provides creditors with an update on the progress made in the Period of the Administration, both in achieving the statutory objective and in relation to duties imposed by insolvency and other legislation, some of which may not provide any benefit to creditors.

Trade Receivables

- 5.5 Throughout the Administration period to date, we have continued to work extensively to provide a high level of support to the Company's former customers in relation to the migration process, to agree any adjustments to final bills and to deal with their general queries by:
- facilitating the continued operation of the Company's customer call centre and webchat facilities up to 12 April 2022;
 - providing ongoing support to former customers and addressing email and phone enquiries;
 - operating a designated email address for specific customer enquiries; and
 - providing a designated team at Azets to handle customer queries that are unable to be resolved by the call centre and/or E.ON Next.
- 5.6 During the previous periods collections totalled £1,411,360.21.
- 5.7 Credit Style has continued to pursue recovery of the outstanding customer debit balances. During the Period collections have totalled £8,449.49.
- 5.8 Following receipt of the advice from Deloitte LLP in relation to the Company's VAT affairs, it has been necessary to post an adjustment of £63,998.42 to trade receivables during the Period. This is to ensure that the VAT received on post-appointment collections has been properly accounted for on the VAT returns submitted to HM Revenue & Customs.
- 5.9 The net reduction to trade receivables during the Period is therefore £55,548.93, bringing trade receivable collections to date to £1,355,811.28 (net of VAT).
- 5.10 We are continuing to work closely with Credit Style in order to maximise realisations from the remaining customer ledger.
- 5.11 We have also continued to deal with a significant volume of queries from the Company's former customers, and we continue to co-ordinate closely with E.ON Next to assist in exceptional circumstances to reconcile customer accounts.

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

Debtors - Third Party Loan Arrangements

- 5.12 Prior to the Administration, the Company had entered into loan relationships with two third party companies and was due the amounts of £85,444.12 and £50,000.00 from Symbio Europe Limited ("**Symbio Europe**") and Doorstep Dispensaree Limited ("**Doorstep**"), respectively.
- 5.13 In the prior period, we had petitioned to wind-up Symbio Europe and were actively liaising with Doorstep regarding the outstanding amounts due under the agreed repayment proposal. An update on the progress made during the Period is summarised below:

Symbio Europe Limited

- 5.14 Symbio Europe was placed into Compulsory Liquidation on 11 January 2023 following a winding-up petition issued by Gateley Legal on behalf of the Company. At our request, Nicholas Nicholson and Robert Starkins of Grant Thornton UK LLP were subsequently appointed as Joint Liquidators of Symbio Europe in place of the Official Receiver at a virtual meeting of creditors held on 3 March 2023.
- 5.15 During the Period, we have continued to liaise with the Joint Liquidators of Symbio Europe regarding their investigations and the dividend prospects for creditors in that Liquidation. At present, any realisations still remain uncertain.

Doorstep Dispensaree Limited

- 5.16 During the previous period, we received payments totalling £30,924.52 in accordance with the repayment proposal agreed with Doorstep.
- 5.17 In conjunction with our legal advisors, we continued to liaise with Doorstep regarding the amounts due under the agreed repayment proposal and received further payments totalling £21,428.50 during the Period. The outstanding debt plus the hard disbursements of Gateley Legal totalling £52,353.10 has now been settled in full.
- 5.18 We have also had to liaise with Doorstep to refund additional payments made by them.

Crypto Currency

- 5.19 As a result of our investigations into the Company's affairs, we identified that the Company had invested £25,000.00 into crypto currency. The directors confirmed that this was held securely in a wallet for the benefit of the Company.
- 5.20 During the previous period, we instructed Asset Reality Limited ("**Asset Reality**") to assist in realising the crypto currency for the benefit of the Administration estate. The value of the Company's investment in crypto currency had significantly declined due to poor crypto market conditions.
- 5.21 Asset Reality liquidated the crypto currency and realised a total of £1,456.60. No further realisations are anticipated.

Debtors – Deposit for Credit Cover

- 5.22 As at the date of the Administration, the Company had provided deposits for services and creditor cover to nine separate parties totalling £81,812.00.
- 5.23 As previously reported, deposits for credit cover may be offset by the relevant suppliers as mutual dealings. Final claims are still yet to be received and we will assess the validity of any off-set claims in due course. At this time, it still remains uncertain whether any recovery is possible for the benefit of creditors.

Potential Recovery of Overpayment

- 5.24 Following a reconciliation of the Contract for Difference ("**CfD**") payments made by Low Carbon Contracts Company Limited ("**LCCC**"), a Notice of Reduction to the Total Reserve Amount for the quarterly period from

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

1 January 2021 to 31 March 2022 was issued, resulting in a credit balance potentially due to the Company of £121,439.42 as at 30 September 2021.

- 5.25 LCCC failed to respond to our further requests for repayment of the Company's credit balance. During the Period, Addleshaw Goddard LLP ("**Addleshaws**") has been instructed to review the CfD agreement and regulations, and to assist with the recovery of any credit balance.
- 5.26 Until an actual reconciliation for the quarter ended 31 December 2021 has been received from LCCC, it remains uncertain whether any recovery is possible for the benefit of creditors.

Recoverable VAT

- 5.27 Given the complex nature of the Company's VAT accounting, we instructed a specialist team at Deloitte LLP ("**Deloitte**") to advise on the final pre-appointment and all post-appointment VAT returns.
- 5.28 Deloitte finalised its advice in relation the Company's VAT affairs during the Period and the outstanding VAT returns have now been filed with HM Revenue & Customs ("**HMRC**"). The net VAT refund due in relation to the post appointment period (after accounting for VAT on the final bills raised during the Administration and a VAT bad relief claim) of £105,423.74 has since been received from HMRC.
- 5.29 The VAT refund for the final pre-appointment period of £137,527.56 is being held by HMRC pending submission of the outstanding pre-appointment Corporation Tax returns, which should be filed shortly. HMRC has advised that any amounts owed to it in relation to Climate Change Levy debts and other Crown debts will be offset against the pre-appointment VAT refund.

Trading Losses

- 5.30 During the Period, the Company's shareholder, Geoelectric Technologies Limited ("**Geoelectric**") has offered to purchase certain of the Company's pre-appointment trading losses for tax purposes.
- 5.31 The offers submitted by Geoelectric to date have not been acceptable. We have therefore requested that Geoelectric submit their best and final offer in this matter. At present, it remains uncertain whether any amounts will be realised in relation to the trading losses.

Corporation Tax returns

- 5.32 The Company's pre-appointment Corporation Tax returns for the periods ending 31 March 2021 and 13 October 2021 remained outstanding at the date of Administration.
- 5.33 To assist in realising the pre-appointment VAT refund and to quantify the pre-appointment trading losses that may be available for sale, we have arranged for the outstanding Corporation Tax returns to be prepared from information available in the Company's books and records and from HMRC.
- 5.34 We anticipate being in a position to file the outstanding Corporation Tax returns with HMRC shortly.

Court Costs Order

- 5.35 Due to Enigmasoft refusing to consent to an extension of the Joint Administrators' term of office for a period of 12 months, we had previously made an application to Court to seek an extension to the period of the Administration. Enigmasoft had also issued its own application at Court pursuant to paragraphs 74(1) and 81(2) of Schedule B1 of the Insolvency Act 1986 ("**Enigmasoft Application**").
- 5.36 At a subsequent Court hearing held on 15 December 2022, the Judge ordered that Enigmasoft pay our legal costs associated with the Enigmasoft Application and our application for the extension to the period of the Administration in the sum of £31,815.00 by 12 January 2023.
- 5.37 Enigmasoft failed to pay the costs order awarded against them by the deadline set by the Court.

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

- 5.38 During the Period, Gateley Legal has issued a demand for payment to Enigmasoft in relation to the costs order plus interest which remains unpaid. We are continuing to liaise with Enigmasoft regarding settlement of the costs order.

Cash held by Financial institutions

- 5.39 During the Period, we received £1,884.49 from Barclays Bank Plc in relation to the closing balance on the Company's former bank account.

Bank Interest

- 5.40 During the Period, bank interest totalling £30,219.47 has been received.

Leasehold Premises

- 5.41 We have recently been made aware that the Company is party to a lease in relation to the Roofspace at Unit 3, Wolsey Business Park in Watford, pursuant to a Deed of Assignment dated 4 April 2014. Solicitors acting on behalf of the landlord of the premises have requested for the lease to be forfeited.
- 5.42 The lease relates to a photovoltaic system installed to the roof of the premises from which the Company derives an income from the Feed-In-Tariff ("FIT") payments after providing discounted electricity to the occupiers of the premises.
- 5.43 We have instructed independent property agents, Lambert Smith Hampton ("LSH") to review the lease and to provide advice on any value to be realised for the benefit of creditors. We have also liaised with various parties including the former director, the landlord's solicitor and E.ON Next to obtain additional information in relation to the lease and the FIT rebates to assist LSH in providing their advice.
- 5.44 Addleshaws has been instructed outside of the reporting period to advise on the assignment provisions contained in the lease.
- 5.45 At present, it is uncertain whether any realisations will be achieved.

Investigations

- 5.46 Certain work the Joint Administrators are required to undertake is to comply with legislation such as the Company Directors' Disqualification Act 1986 ("CDDA 1986") and Statement of Insolvency Practice 2 – Investigations by Office Holders in Administration and Insolvent Liquidations and may not necessarily bring any financial benefit to creditors, unless these investigations reveal potential asset recoveries.
- 5.47 We can confirm that we have submitted a report on the conduct of the former directors of the Company to the Insolvency Service under CDDA 1986. As this is a confidential report, we are unable to disclose the contents.
- 5.48 Our investigations into the conduct of the former directors and the Company's affairs in the period prior to Administration are still ongoing. Gateley Legal is continuing to provide advice in this regard and it is not appropriate for us to provide further detail in this report.

What remains to be done in the Administration

- 5.49 Due to the size and complexity of the Administration there are certain matters that still need to be completed. A summary is as follows:
- conclude the ongoing collection exercise in respect of the Company's trade receivables;
 - recovery of the third party loan arrangement as follows:
 - Symbio Europe: monitor the dividend prospects for unsecured creditors and liaise with the duly appointed Joint Liquidators from Grant Thornton UK LLP accordingly;

- final reconciliation of the deposits for credit cover which at the date of the Administration totalled £81,812.00;
- recovery of the potential overpayments to the supplier obligation Levy;
- recovery of the pre-appointment VAT refund once HMRC has applied offset in relation to its claim in the Administration;
- submission of the outstanding pre-appointment Corporation Tax returns;
- conclude a sale of the pre-appointment trading losses if an acceptable offer is received;
- determine the position in relation to the leasehold premises;
- continue investigations into the conduct of the directors and the Company's affairs which may result in additional realisations for the benefit of creditors. The details of the ongoing investigations remain confidential at this time;
- recovery of the costs order of £31,815.00 from Enigmasoft pursuant to the Court order dated 15 December 2022;
- ongoing correspondence with Enigmasoft regarding the validity of its floating charge and determination of the proof of debt submitted by Enigmasoft;
- declaring and paying distributions to secured and preferential creditors;
- a distribution to the unsecured creditors by virtue of the prescribed part, only if appropriate; and
- conversion from Administration to Creditors' Voluntary Liquidation.

6 Extension to the Administration

- 6.1 All Administrations automatically come to an end after the period of one year, unless the Company's creditors agree to extend this period, or if the Court orders the Joint Administrators' term of office be extended for a specific period of time.
- 6.2 The Administration of the Company was initially due to automatically terminate on 12 October 2022.
- 6.3 As previously reported, due to Enigmasoft refusing to consent to an extension of the Joint Administrators' term of office for a period of 12 months, we had no alternative but to apply to Court to seek an extension of the period of Administration for 12 months.
- 6.4 At a Court hearing on 23 September 2022, the Judge ordered that the Administration of the Company be extended initially for a period of six months to 12 April 2023 and that a further Court hearing be listed to consider the balance of our application for the extension to the period of the Administration.
- 6.5 At a subsequent Court hearing held on 15 December 2022, the Judge ordered that the Administration of the Company be extended for a further 12 months to 12 April 2024.

7 Joint Administrators' Remuneration and Expenses

- 7.1 Creditors previously approved the following decisions in relation to the Joint Administrators' remuneration and expenses on 21 December 2021:
- i. In accordance with Rule 18.16 of the Insolvency Rules and in the absence of a Creditors' Committee, the remuneration of the Joint Administrators be fixed in accordance with the Fees Estimate, as time costs for an amount not exceeding £785,502.50 as detailed in the Joint Administrators' Report and Proposals. The Joint Administrators be authorised to draw remuneration on account of costs incurred as and when funds permit.
 - ii. In accordance with Rule 3.52 of the Insolvency Rules and in the absence of a Creditors' Committee, unpaid pre-administration costs totalling £7,347.00 as detailed in the Joint Administrators' Report and Proposals be paid an expense of the Administration.

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

- iii. That the Joint Administrators be authorised to draw Category 2 expenses in accordance with Azets Holdings Limited's tariff disclosed in the Joint Administrators' Report and Proposals.

7.2 As our time costs had exceeded the initial Fees Estimate of £785,502.50, we issued a revised Fees Estimate dated 3 November 2022 and sought approval from creditors for the additional time costs and work we anticipated undertaking during the six-month period to 12 April 2023 totalling £304,585.00. The total of our revised Fees Estimate was £1,090,087.50.

7.3 At a decision procedure held on 23 November 2022, creditors approved the following decision in relation to the Joint Administrators' remuneration:

- i. In accordance with Rule 18.16 of the Insolvency Rules and in the absence of a Creditors' Committee, the Joint Administrators additional costs of £304,658.00 and revised Fees Estimate as at 3 November 2022 totalling £1,090,087.50 be approved.

7.4 As the period of the Administration had then been extended by Court for a further period of 12 months to 12 April 2024, we issued a further revised Fees Estimate dated 10 May 2023 and sought approval from creditors for the additional time costs and work we anticipated undertaking during the 12 month period to 12 April 2024 totalling £310,600.00. The total of our further revised Fees Estimate was £1,400,687.50.

7.5 At a subsequent decision procedure held on 1 June 2023, creditors approved the following decision in relation to the Joint Administrators' remuneration:

- i. In accordance with Rule 18.16 of the Rules, and in the absence of a Creditors' Committee, the Joint Administrators' additional costs of £310,600.00 and revised Fees Estimate as at 10 May 2023 totalling £1,400,687.50 be approved.

7.6 A summary of the revised Fees Estimate dated 1 June 2023, which was approved by creditors is reproduced below:

Description of the tasks to be undertaken	Original Fees Estimate (£)	Fees Estimate to 12 April 2023 (£)	Additional Estimated Fees to 12 April 2024 (£)	Total Revised Fees Estimate (£)
ADMINISTRATION				
Administering the affairs of the company/debtor in accordance with the Insolvency Legislation and Statements of Insolvency Practice	242,340.00	73,820.00	83,860.00	400,020.00
CREDITORS				
Maintaining records of the claims of creditors and formally agreeing them and paying a dividend if sufficient realisations are made	152,995.00	89,510.00	99,230.00	341,735.00
REALISATION OF ASSETS				
Protecting and realising the assets of the company/debtor.	262,795.00	90,395.00	82,505.00	435,695.00
INVESTIGATIONS				
Undertaking initial investigations into the affairs of the company/debtor with a view to identifying potential asset recoveries for the benefit of creditors	127,372.50	50,860.00	45,005.00	223,237.50
TOTAL FOR ALL CATEGORIES OF WORK	785,502.50	304,585.00	310,600.00	1,400,687.50

7.7 Our time costs for the Period are £77,593.75. This represents 207.55 hours at an average rate of £373.86 per hour. Attached at **Appendix B** is a Time Analysis which provides details of the activity costs incurred by staff

grade during the Period in respect of the costs fixed by reference to time properly spent in managing the Administration.

7.8 Details of the work undertaken during the Period have been included in full in Section 5 of this report. The majority of our time costs incurred during the Period relate to the following:

- ongoing engagement with customers regarding their debit/credit balances, final bill adjustments and liaising with E.ON Next;
- concluding realisation of the third-party loan arrangement with Doorstep in conjunction with Gateley Legal;
- liaising with Asset Reality to realise the crypto currency;
- working with Deloitte to finalise and submit the Company's outstanding VAT returns and ongoing realisation of the pre-appointment VAT refund;
- obtaining legal advice from Addleshaws in relation to the potential overpayment due from LCCC;
- dealing with the Company's leasehold premises including corresponding with the landlord's solicitors and obtaining advice from LSH;
- ongoing correspondence with Enigmasoft regarding the validity of its floating charge and determination of the proof of debt submitted by Enigmasoft;
- liaising with Ofgem to obtain market data to assist in fulfilling our duties;
- progressing the distribution to preferential creditors;
- preparing the six-month progress reports to creditors and convening a decision procedure to obtain creditor approval for the revised Fees Estimate dated 10 May 2023; and
- continuing the various lines of investigation which we believe may result in additional recoveries for the benefit of creditors.

7.9 Also attached at **Appendix B** is a cumulative Time Analysis for the period from 13 October 2021 to 12 October 2023 which provides details of the time costs incurred since our appointment. The cumulative time costs incurred to date are £1,072,277.57 and this represents 3,972.08 hours at an average rate of £273.05 per hour.

7.10 During the Period we have drawn remuneration totalling £77,593.75 on account of these costs, bringing total remuneration drawn during the Administration to £1,068,020.90.

7.11 At the date of this report, we do not anticipate that the revised Fees Estimate dated 1 June 2023 will be exceeded to complete our duties for the period to 12 April 2024. However, if it does become necessary to seek further approval to the revised Fees Estimate dated 1 June 2023, we will notify creditors accordingly and ensure that a further decision procedure is held for creditors to consider.

7.12 We will also update creditors on the anticipated total amount that will be paid to our firm in respect of the revised fees estimate in our next progress report. Given the current revision of our anticipated costs and the ongoing work in the Administration, it is difficult at this time to accurately report the anticipated payment to our firm, other than it will not exceed the cap of our revised estimate at Appendix G without further approval from creditors.

Joint Administrators Expenses

7.13 Full details of expenses incurred and paid in relation to the Administration can be found at **Appendix C** of this report, together with an estimate of the further expenses to the conclusion of the Administration.

8 Estimated Outcome for Creditors

8.1 We attach our Estimated Outcome Statement as at 12 October 2023 at **Appendix D**. This document has been provided for illustrative purposes only and the outcome may materially change based on the determination of the value of security interests over the Company's assets and variance in asset realisations and creditor claims.

Secured Creditor

- 8.2 Enigmasoft hold a fixed and floating charge dated 15 August 2021 and has made a claim in the Administration for £4,984,716.17. Gateley Legal has continued to provide legal advice to us and engage in detailed correspondence with Enigmasoft on our behalf and on our instruction in respect of the validity of the fixed and floating charge and the quantum of the liability due.
- 8.3 We previously wrote to Enigmasoft pursuant to Section 245 of the Insolvency Act 1986 (**"the Act"**) to advise that the floating charge element of its security is invalid save to the extent of the value of services supplied by Enigmasoft to the Company in the period after entering into the debenture 15 August 2021 until the date of the Administration, to the extent that they remain unpaid.
- 8.4 Enigmasoft responded during the Period to dispute our position in relation to the floating charge pursuant to Section 245 of the Act, and has reserved all of its rights including making a further application to Court for a judgement on this matter.
- 8.5 A meeting was held with Enigmasoft on 10 July 2023 to discuss Enigmasoft's claim and security with a view to reaching an overall agreement. The meeting with Enigmasoft was held entirely on a 'without prejudice' basis.
- 8.6 Following subsequent correspondence, Enigmasoft issued a letter before action stating it would be proceeding to make an application to Court to seek a determination on its Proof of Debt and the payments due under the same. We have notified Enigmasoft that we would invite the Court to make an Order debarring a fresh application of Enigmasoft from proceeding until Enigmasoft has paid the costs order which were awarded in our favour pursuant to the Court Order dated 15 December 2022, which remain outstanding.
- 8.7 We are continuing to seek a resolution and agreement of Enigmasoft's claim in this matter. Any adjudication on the Enigmasoft security and claim will have a material impact on the outcome for creditors generally.

Ordinary Preferential Creditors – Employee Claims

- 8.8 During the Period, we have received one ordinary preferential claim in the Administration from the Company's former director in the sum of £3,237.91.
- 8.9 A distribution of 100p in the £ will be paid to ordinary preferential creditors with valid claims within two months of 31 October 2023, being the last date for proving.

Secondary Preferential Creditors – HM Revenue and Customs

- 8.10 Since 1 December 2020, claims from preferential creditors now fall into one of two categories, either ordinary (typically involving employee claims and payments made on behalf of the Company by the Redundancy Payments Service following dismissal, which rank equally among themselves), or secondary (which are claims by HMRC for VAT or other relevant tax deductions such as PAYE and employee NIC deductions, together with student loans and CIS deductions, which also rank equally among themselves). Ordinary preferential claims rank ahead of secondary preferential claims and all preferential creditors must be paid in full before any distribution can be made to the unsecured creditors of a company.
- 8.11 As previously reported, HMRC submitted an initial claim as a secondary preferential creditor in respect of employment taxes totalling £6,870.98. This was an interim claim only and subject to change.
- 8.12 HMRC have since advised that its final claim will be offset against the pre-appointment VAT refund due to the Company. As a result, a distribution to secondary preferential creditors is no longer anticipated in this matter.

Unsecured Creditors

- 8.13 The directors' Statement of Affairs indicated that there are 122 unsecured creditors with claims totalling £18,167,809.96.

- 8.14 As at the date of this report we have received claims from 50 unsecured creditors with a total value of £26,467,778.69. Enigmasoft has not yet submitted an unsecured claim, but for illustrative purposes this is included in the Estimated Outcome Statement enclosed at **Appendix D**. Creditors are invited to submit their claims by submitting a Proof of Debt form and supporting documentation as soon as possible.
- 8.15 Based on present information and given our position in relation to the partial invalidity of Enigmasoft's floating charge, we estimate the value of the Company's net floating charge property to now be £2,313,265.41. As a result, the value of the funds available for unsecured creditors is presently estimated to be £2,035,286.59. Further information can be found in the Estimated Outcome Statement attached at **Appendix D**.
- 8.16 Please note that this estimate is subject to fluctuation and the final outcome can only be determined once all asset realisations have been concluded and creditor claims have been adjudicated on. It is not the duty of the Joint Administrators to adjudicate on unsecured creditor claims (other than from the prescribed part), this is the responsibility of any subsequently appointed Liquidator(s).

Contingent Claims – Renewables Obligation

- 8.17 As previously reported, the judgement in the directions applications submitted by other office holders of failed energy suppliers in relation to potential claims pursuant the Renewables Order 2015 was handed down on 11 November 2022. The Court concluded that the claims pursuant to the Renewables Obligation Order 2015 should be treated as unsecured claims and therefore entitled to prove in the insolvency proceedings of failed energy suppliers.
- 8.18 At the consequential hearing, no party indicated an intention to appeal the outcome of the directions application.
- 8.19 Ofgem has previously submitted a claim against the Company in respect of its renewables obligation totalling £9,764,011.57. During the Period, E.ON Next has submitted a claim against the Company in relation to the customer creditor balances it has honoured as part of the SoLR process totalling £8,611,719.73.

9 Ending the Administration

- 9.1 The period of the Administration has currently been extended by Court order and will automatically terminate on 12 April 2024. Further information regarding the end of the Administration is available at **Appendix E**.

Extension

- 9.2 At present we do not anticipate that the Administration will require a further extension and will end automatically on 24 April 2024. However, if matters in relation to the partial invalidity of Enigmasoft's floating charge become protracted, then a further extension to the statutory period of the Administration may be necessary. We will return to the High Court as required to ensure that the statutory purpose of the Administration is fulfilled.

Creditors' Voluntary Liquidation ("CVL")

- 9.3 If we think that a dividend will be paid to the unsecured creditors, other than by virtue of the prescribed part, then we will either make an application to Court to enable us to make a distribution to unsecured creditors in the Administration, or a notice will be filed with the Registrar of Companies in order that the Administration will cease, and the Company will move automatically into CVL to facilitate the distribution. The outcome of the validity of Enigmasoft's floating charge will dictate if and when the Company can move to CVL.
- 9.4 Under the current terms of the proposals the Joint Administrators in office at the date of conversion to CVL will become Joint Liquidators of the Company and will be authorised to act jointly and severally in the subsequent Liquidation. This may be subject to a further decision of creditors in due course.

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

Discharge from Liability

- 9.5 The Company's creditors resolved that we be discharged from liability in respect of any action as Joint Administrators upon the filing of our final Receipts and Payments Account with the Registrar of Companies.

10 Creditors' Rights

- 10.1 Within 21 days of the receipt of this report, a secured creditor, or an unsecured creditor (with the concurrence of at least 5% in value of the unsecured creditors) may request in writing that the Joint Administrators provide further information about their remuneration or expenses (other than pre-administration costs) which have been itemised in this progress report.
- 10.2 Any secured creditor, or an unsecured creditor (with the concurrence of at least 10% in value of the unsecured creditors) may within 8 weeks of receipt of this Progress Report make an application to Court on the grounds that, in all the circumstances, the basis fixed for the Joint Administrators' remuneration is inappropriate and/or the remuneration charged or the expenses incurred by the Administrators, as set out in this Progress Report, are excessive.

11 Next Report and Conclusion

- 11.1 We will continue to deal with the Company's affairs and recover the outstanding assets as set out in this progress report in order to maximise realisations for the benefit of creditors generally. We will also continue to liaise with Enigmasoft in relation to the validity of its floating charge, and continue to investigate the conduct of the directors and the affairs of the Company in the period prior to Administration in conjunction with our legal advisors.
- 11.2 The Joint Administrators are required to provide a progress report within one month of the end of the next six months of the Administration or earlier if the Administration has been finalised or they wish to extend it.

For and on behalf of
Symbio Energy Limited



Jonathan Mark Amor
Joint Administrator

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

Appendix A

Receipts and Payments Account from 13 April 2023 to 12 October 2023 and cumulatively for the period from 13 October 2021 to 12 October 2023

Symbio Energy Limited
(In Administration)
Joint Administrators' Summary of Receipts and Payments

RECEIPTS	Statement of Affairs (£)	From 13/10/2021 To 12/04/2023 (£)	From 13/04/2023 To 12/10/2023 (£)	Total (£)
Doorstep Dispensaree		30,924.52	21,428.58	52,353.10
Elxon Refund		3,102.28	0.00	3,102.28
Crypto Assets		0.00	1,456.60	1,456.60
Fixtures, Fittings & Equipment	4,699.05	0.00	0.00	0.00
MRASCo		825.83	0.00	825.83
Contribution from SoLR		790,731.90	0.00	790,731.90
Trade Receivables	3,289,356.84	1,411,360.21	(55,548.93)	1,355,811.28
Other Debtors	220,135.67	0.00	0.00	0.00
Cash held by financial institutions	54,755.89	3,442,078.63	1,884.49	3,443,963.12
Rent		2,880.00	0.00	2,880.00
Symbio Europe Loan		4,444.12	0.00	4,444.12
Bank Interest Gross		11,075.28	30,219.47	41,294.75
Petitioning Cost Refund		1,550.00	0.00	1,550.00
Investments	1,000.00	0.00	0.00	0.00
VAT Refund	246,692.75	137,352.06	0.00	137,352.06
Prepayments	269,153.94	0.00	0.00	0.00
		5,836,324.83	(559.79)	5,835,765.04
PAYMENTS				
Insurance		2,609.30	0.00	2,609.30
Enigmasoft Technologies Private Limited	(4,641,878.02)	0.00	0.00	0.00
Debt collection costs		36,766.85	1,267.37	38,034.22
Debt collection expenses		534.90	0.00	534.90
Petitioning Costs		4,502.00	0.00	4,502.00
Accountancy Software		130.00	74.20	204.20
Take Payments		277.44	0.00	277.44
Specific Bond		1,200.00	0.00	1,200.00
Employment Advice		1,505.28	0.00	1,505.28
Preparation of S.of A.		1,000.00	0.00	1,000.00
Joint Administrators' Pre Appt Fee		7,347.00	0.00	7,347.00
Joint Administrators' Remuneration		988,340.90	79,680.00	1,068,020.90
Enigmasoft Technologies Pvt Ltd		1,478,700.00	0.00	1,478,700.00
Accounts & Agreement of Tax Position		11,000.00	0.00	11,000.00
Agents/Valuers Fees		2,000.00	500.00	2,500.00
IT Services		128,514.80	0.00	128,514.80
Legal Fees		257,222.65	67,553.60	324,776.25
Legal Disbursements		13,586.28	7,596.25	21,182.53
Go Cardless		113,683.67	0.00	113,683.67
VAT Consultants		8,000.00	0.00	8,000.00
Travel		987.00	0.00	987.00
Consultancy Services		44,614.72	0.00	44,614.72
Customer refunds		3,133.83	0.00	3,133.83
Statutory Advertising		85.82	0.00	85.82
Pre-Appointment Legal Fees		8,464.60	0.00	8,464.60
Other Expenses		234.71	0.00	234.71
Wages & Salaries	(2,363.22)	0.00	0.00	0.00
PAYE & NI	(10,368.10)	0.00	0.00	0.00
Employees and Pensions	(2,091.24)	0.00	0.00	0.00
Enigmasoft Technologies Private Limited	(4,641,878.02)	0.00	0.00	0.00
Trade & Expense Creditors	(10,173,788.58)	0.00	0.00	0.00
Renewable Obligation	(8,937,380.54)	0.00	0.00	0.00
Accrued Expenses	(1,378,296.45)	0.00	0.00	0.00

Symbio Energy Limited
(In Administration)
Joint Administrators' Summary of Receipts and Payments

Banks/Institutions	(48,431.96)	0.00	0.00	0.00
Climate change levy	(39,327.23)	0.00	0.00	0.00
	3,114,441.75	156,671.42	3,271,113.17	
Net Receipts/(Payments)	2,721,883.08	(157,231.21)	2,564,651.87	

MADE UP AS FOLLOWS

Current Account	2,566,754.34	(17,693.33)	2,549,061.01
VAT Receivable / (Payable)	155,128.74	(139,537.88)	15,590.86
	2,721,883.08	(157,231.21)	2,564,651.87

Appendix B

Time Analysis for the Period from 13 April 2023 to 12 October 2023 and cumulatively from 13 October 2021 to 12 October 2023

Time Cost from 13 April 2023 To 12 October 2023

Classification Of Work Function		HOURS						Average Hourly Rate £
		Partner/ Senior Director	Manager/ Director	Senior Professional	Assistants/ Support	Total Hours	Time Cost £	
Administration & Planning	Statutory Compliance	7.10	12.30	29.60	0.00	49.00	16,829.50	343.46
Administration & Planning	Cashiering and Banking	0.90	6.20	19.00	1.20	27.30	7,989.00	292.64
Administration & Planning	General	0.00	1.10	4.90	0.00	6.00	1,668.00	278.00
Administration & Planning	Post Appointment Taxation	2.50	13.10	11.95	0.00	27.55	9,966.75	361.77
Creditors	Creditors Correspondence and Claims	23.90	22.20	7.40	0.00	53.50	26,604.00	497.27
Creditors	Employees	0.00	0.40	0.00	0.00	0.40	172.00	430.00
Creditors	Creditor Committees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Realisation of Assets	Debtors	0.00	2.10	1.60	0.00	3.70	1,286.50	347.70
Realisation of Assets	Cash and Cash Equivalents	0.90	0.20	1.30	0.00	2.40	773.50	322.29
Realisation of Assets	Stock and WIP	1.50	0.00	19.40	0.00	20.90	5,706.50	273.04
Realisation of Assets	Other Assets	0.00	7.80	2.80	0.00	10.60	4,176.00	393.96
Investigations	Investigations	0.80	3.10	2.30	0.00	6.20	2,422.00	390.65
Total Fees Claimed £		23,876.00	29,180.00	24,321.75	216.00	77,593.75	77,593.75	
Total Hours		37.60	68.50	100.25	1.20	207.55		373.86
Charge Out Rates		635.00	425.99	242.61	180.00			

Time Cost from 13 October 2021 To 12 October 2023

Classification Of Work Function		HOURS						Average Hourly Rate £
		Partner/ Senior Director	Manager/ Director	Senior Professional	Assistants/ Support	Total Hours	Time Cost £	
Administration & Planning	Statutory Compliance	94.10	105.80	291.20	8.30	499.40	144,404.30	289.16
Administration & Planning	Cashiering and Banking	32.60	66.80	196.40	2.20	298.00	59,408.00	199.36
Administration & Planning	General	4.90	47.90	148.15	2.90	203.85	59,288.00	290.84
Administration & Planning	Post Appointment Taxation	12.10	36.10	55.95	0.00	104.15	31,512.51	302.57
Creditors	Creditors Correspondence and Claims	125.30	130.70	56.50	0.00	312.50	124,154.00	397.29
Creditors	Employees	1.40	5.00	21.20	0.00	27.60	6,340.50	229.73
Creditors	Creditor Committees	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Realisation of Assets	Debtors	170.40	125.60	174.90	0.00	470.90	153,806.50	326.62
Realisation of Assets	Cash and Cash Equivalents	6.80	6.00	6.00	0.00	18.80	5,853.00	311.33
Realisation of Assets	Stock and WIP	304.30	72.70	1,233.76	97.72	1,708.48	395,556.66	231.53
Realisation of Assets	Other Assets	2.00	21.00	20.10	0.00	43.10	12,874.10	298.70
Investigations	Investigations	47.00	108.60	84.70	0.00	240.30	79,080.00	329.09
Total Fees Claimed £		385,214.50	252,495.50	426,478.24	8,089.33	1,072,277.57	1,072,277.57	
Total Hours		800.90	726.20	2,288.86	111.12	3,927.08		273.05
Charge Out Rates		480.98	347.69	186.33	72.80			

Appendix C

Additional Information in Relation to the Joint Administrators' Fees, Expenses & the use of Subcontractors

Additional Information in Relation to the Joint Administrators' Fees, Expenses & the use of Subcontractors

Below is a breakdown of the time costs incurred by the Joint Administrators in the previous period from 13 October 2021 to 12 April 2023, the current period from 13 April 2023 to 12 October 2023 and a cumulatively from 13 October 2021 to 12 October 2023.

Classification of work function		Previous period 13 October 2021 to 12 April 2023 (£)	Current Period 13 April 2023 to 12 October 2023 (£)	Cumulative period 13 October 2021 to 12 April 2023 (£)
Administration & Planning	Statutory Compliance	127,574.80	16,829.50	144,404.30
Administration & Planning	Cashiering and Banking	51,419.00	7,989.00	59,408.00
Administration & Planning	General	57,620.00	1,668.00	59,288.00
Administration & Planning	Post Appointment Taxation	21,545.76	9,966.75	31,512.51
Creditors	Creditors Correspondence and Claims	97,550.00	26,604.00	124,154.00
Creditors	Employees	6,168.50	172.00	6,340.50
Creditors	Creditor Committees	0.00	0.00	0.00
Realisation of Assets	Debtors	152,520.00	1,286.50	153,806.50
Realisation of Assets	Cash and Cash Equivalents	5,079.50	773.50	5,853.00
Realisation of Assets	Stock and WIP	389,850.16	5,706.50	395,556.66
Realisation of Assets	Other Assets	8,698.10	4,176.00	12,874.10
Investigations	Investigations	76,658.00	2,422.00	79,080.00
Total Time Incurred		994,683.82	77,593.75	1,072,277.57

A detailed breakdown of the time costs for the Period from 13 April 2023 to 12 October 2023 and cumulative for the period from 13 October 2021 to 12 October 2023 can be found at **Appendix B**. We have also provided below additional information in relation to work undertaken during the Period together with Azets Holdings Limited and the Joint Administrators Fees' and Expenses Policy.

Please note that the Joint Administrators are obligated to carry out works that do not necessary lead to a direct benefit for creditors. Statutory and compliance matters enable the Administration to progress in accordance with the prevailing legislation and industry best practice. In addition, in this case we are minded of the guidance issued to Insolvency Practitioners in relation to our approach to the customers of failed utility suppliers.

Joint Administrators are obligated to undertake investigations into the failure of a company and the conduct of its directors by Statement of Insolvency Practice 2 and the Company Directors Disqualification Act 1986. The outcome of these works may, or may not, lead to actions by the Joint Administrators and/or recoveries for the estate.

Each part of the work undertaken requires different levels of expertise and therefore related cost. We have included an average blended rate of the grades of staff such as the Joint Administrators, the case managers, the case administrators and other staff when estimating the total hours to be spent on each part of the work.

Summary of Time Invested by the Joint Administrators during the period of this report

Work Undertaken and Time incurred to date				
CATEGORY OF EXPENSES	NOTE	HOURS INVESTED	TIME COST OF INVESTMENT (£)	AVERAGE HOURLY RATE (£)
ADMINISTRATION & PLANNING				
Statutory Compliance – filing appropriate documentation with the Registrar of Companies and the High Court, checklists & reviews as required by our regulatory bodies, initial correspondence with creditors, preparing progress reports, case strategy, decision procedure for revised Fees Estimate dated 10 May 2023.	1	49.00	16,829.50	343.46
Cashiering and Banking – maintaining and managing the administration designated estate bank account, undertaking regular reconciliations of the bank account and monitoring receipt of realisations and executing payments in relation to costs in the estate.	1	27.30	7,989.00	292.64
General – Conducting WIP reviews, monitoring and paying fees and case correspondence with stakeholders i.e., Ofgem.	1	6.00	1,668.00	278.00
Post Appointment Taxation – accounting for all VAT and Corporation Tax due in respect of the Administration, dealing with queries in relation to pre-appointment tax matters, exploring potential tax recoveries and offsets for the benefit of creditors, Instructing and liaising with Tax specialists in relation to the VAT returns, Preparation of all VAT returns and liaising with HMRC regarding return submissions.	1	27.55	9,966.75	361.77
TOTAL ESTIMATED INVESTMENT IN TIME CLASSIFIED AS ADMINISTRATION & PLANNING		109.85	36,453.25	331.846
CREDITORS				
Creditors Correspondence and Claims – specific correspondence with creditors, receiving and recording all proofs of debts and supporting documentation, identifying and addressing queries, liaising with creditors in respect of the claims and concerns, six-monthly reporting on the progress of the Administration, notifications regarding extension of the Administration. Extensive correspondence with Enigmasoft regarding its security and proof of debt, liaising with solicitors and pursuing recovering of the costs order.	2	53.50	26,604.00	497.27
Employees – Liaising with specialist employment agents, liaising with the RPS and reviewing their claim in the Administration and liaising with the former employee/director regarding their ordinary preferential claim.	2	0.40	172.00	430.00
Creditors' Committees – creditors have decided not to form a committee.	2	0.00	0.00	0.00

TOTAL ESTIMATED INVESTMENT IN TIME CLASSIFIED AS CREDITORS		53.90	26,776.00	496.77
REALISATION OF ASSETS				
Debtors – delivering the strategy outlined in the Joint Administrators' proposals regarding the collection of the trade receivables, liaising with Credit Style, monitoring collection of trade receivables, agreeing ongoing strategy for collection. Liaising with Gateley Legal regarding the collection of outstanding debts from Doorstep Dispensaree and liaising with the Liquidators of Symbio Europe regarding their investigations and dividend prospects.	3	3.70	1,286.50	347.70
Cash and Cash Equivalents – ongoing realisation of Company cash assets, liaising with financial institutions to recover outstanding closing balances and to arrange closure of accounts.	3	2.40	773.50	322.29
Stock and WIP – the time investment included under this category is in relation to queries arising from the Company's former customer base. We have engaged with the customers and the SoLR to resolve queries in respect of final meter readings, final bills and credit balances.	3	20.90	5,706.50	273.04
Other Assets – together with our legal advisors we are pursuing the Company's other assets which includes third party loans, VAT refunds, deposits, overpayments, trading losses and crypto currency and dealing with leasehold premises.	3	10.60	4,176.00	393.96
TOTAL ESTIMATED INVESTMENT IN TIME CLASSIFIED AS REALISATION OF ASSETS		37.60	11,942.50	317.62
INVESTIGATIONS				
Investigations – including the investigation of the directors' conduct, any potential antecedent transactions, considering the validity of the secured charges, identifying any potential courses of action, considering any matters notified to the Joint Administrators by creditors in respect of the Company's failure and/or directors conduct, liaising with solicitors in respect of any matters identified.	4	6.20	2,422.00	390.65
TOTAL ESTIMATED INVESTMENT IN TIME CLASSIFIED AS INVESTIGATIONS		6.20	2,422.00	390.65
TOTAL INVESTMENT IN THE JOINT ADMINISTRATORS' TIME FOR THE PERIOD TO 12 APRIL 2023		207.55	77,593.75	373.86

NOTE 1

Administration & Planning (including statutory compliance & reporting)

Joint Administrators are required to carry out certain tasks in nearly every insolvency assignment, namely administrative duties and dealing with the Company's creditors. It does not give direct financial benefit to the creditors, but ensures that the case is managed in a professional and methodical manner and has to be undertaken by the office holders to meet their requirements under insolvency legislation and Statements of Insolvency Practice, which set out required practice that office holders must follow.

In this matter, a description of the tasks undertaken during the Period including statutory compliance & reporting can be found below:

- Preparing and issuing a progress report on the Administration to all known members and creditors;
- Decision procedure dated 1 June 2023 seeking creditor approval to the Joint Administrators' additional remuneration;
- Uploading information for creditors to the IPS case portal;
- Liaising with legal advisors regarding the various instructions;
- Periodic case progression reviews - at the end of every 6 months;
- Monitoring and reviewing the case strategy, including holding regular meetings to discuss strategies to be pursued;
- Maintaining and managing the Administration estate cashbook and bank accounts;
- General cashiering duties;
- Dealing with all post-appointment Corporation Tax and VAT compliance, including preparation and filing of all relevant returns;
- Liaising with Tax specialists regarding the VAT and CT returns; and
- Maintaining and updating the case Receipts and Payments accounts with relevant adjustments where necessary.

We have invested a total of 109.85 hours, at an average charge out rate of £331.85 per hour and a cost of £36,453.25 during the period to 12 October 2023. This time is necessary to comply with statutory requirements, to ensure creditors are advised of the progress of the Administration and to protect the Company's assets.

NOTE 2

Creditors

We have dealt with all creditor correspondence and claims received to date. For the avoidance of doubt this does not include the formal adjudication and/or agreement of creditor claims for distribution purposes.

Examples of tasks undertaken under this heading are as follows:

- Receiving and logging Proof of Debt ("POD") forms from creditors;
- Requesting further information from creditors regarding PODs;
- Correspondence with creditors and their representatives;
- Liaising with employee specialists and the director regarding their preferential claim;
- Responding to customers queries regarding the Administration process;
- Liaising with the Company's former customers regarding other balances outstanding which are not covered by the SoLR process and determining their validity;
- Liaising with the secured creditor and their appointed advisors in respect of their security and claim in the administration process;
- Attending a meeting with the secured creditor to discuss their security and claim;
- Pursuing recovery of the costs order from Enigmasoft;
- Ongoing legal consultation with regard to the validity and quantum of the secured creditor claim;
- Meetings with legal advisors in relation to the actions of the secured creditor and their claim; and
- Updating key stakeholders on the progress of the Administration.

Please note that creditors did not elect to form a Creditors Committee.

We have invested time allocated to creditors totalling 53.9 hours during the Period, at an average charge out rate of £496.77 at a cost of £26,776.00.

This work is necessary to ensure creditor records across various classes of claim are kept up to date and to ensure that claims can be agreed at their true value for distribution purposes to the relevant creditors in due course.

Creditors are invited to submit their final claims against the Company in Administration by returning a Proof of Debt Form, together with supporting documentation as soon as possible.

NOTE 3

Realisation of assets

Since our appointment we have pursued the recovery of the Company's assets and we will continue to do so for the purpose of achieving the best possible financial outcome for creditors.

Examples of tasks undertaken under this heading are as follows:

- Pursuing third party loan due to the Company from Doorstep Dispensaree and Symbio Europe;
- Liaising with solicitors to assist in the collection of the third party loans;
- Liaising with the Liquidators of Symbio Europe regarding their investigations and dividend prospects;
- Handling customer queries regarding their final bills;
- Performing bill revision calculations where customers' bills had been miscalculated previously;
- Liaising with E.ON Next to ensure customers are paid credit balances where they are due;
- Liaising with Credit Style regarding the collection of the Company's outstanding debts;
- Holding regular meetings with Credit Style in order to monitor the collection process;
- Reconciliation of debtor receipts;
- Providing regular monthly updates to Enigmasoft on collections;
- Working with Asset Realty to realise the Company's Crypto Assets;
- Liaising with the shareholder regarding a sale of certain trading losses; and
- Responding to a request to forfeit leasehold premises, including reviewing the lease, liaising with independent property agents and seeking supporting information from third parties.

We have invested time allocated to asset realisations totalling 37.6 hours during the Period, representing a time cost investment of £11,942.50 at an average charge out rate of £317.62.

NOTE 4

Investigations

Insolvency legislation gives the Joint Administrators powers to take recovery action in respect of what are known as antecedent transactions e.g. where assets have been disposed of prior to the commencement of the insolvency procedure (and also in respect of matters such as misfeasance and wrongful trading). The office holders are required by the Statements of Insolvency Practice to undertake an initial investigation in all cases to determine whether there are potential recovery actions for the benefit of creditors and the time costs recorded represent the costs of undertaking such an initial investigation.

If potential recoveries or matters for further investigation are identified then the office holders will need to incur additional time costs to investigate them in detail and to bring recovery actions where necessary, and further information will be provided to creditors and approval for an increase in fees will be made, as necessary. Such recovery actions will be for the benefit of the creditors and the office holders will provide an estimate of that benefit if an increase in fees is necessary.

The office holders are also required by legislation to report to the Department for Business, Energy and Industrial Strategy on the conduct of the directors. The work to enable them to comply with these statutory obligations may also identify potential recovery actions. Work undertaken during the Period and as detailed under **Investigations** is as below:

- Liaising with solicitors regarding ongoing investigations into the directors' conduct and the affairs of the Company in the period prior to the Administration;
- Liaising with legal advisers where necessary to determine a strategy for dealing with any matter or antecedent transactions identified; and
- Liaising with the insolvency service and assisting with their queries on their ongoing investigation.

Further information regarding these investigations cannot be provided at this time, as any disclosure may prejudice those investigations.

We have invested time costs totalling 6.2 hours during the Period in relation to investigations, at an average charge out rate of £390.65 and a cost of £2,422.00.

Joint Administrators' Expenses

Below is a table which outlines the expenses that we consider at this stage will be, or are likely to be, incurred in dealing with the Company's affairs. We will provide an update to creditors in our future progress reports:

Nature of Expense	Note	Incurred (£)	Paid (£)	Estimated Total Costs (£)
Pre-administration costs	1	15,811.60	15,811.60	15,811.60
Legal Costs – Addleshaw Goddard LLP	2	101,506.50	91,495.00	105,000.00
Legal Costs – Gateley's	2	234,318.80	233,281.30	269,776.25
Legal Disbursements	2	21,182.53	21,182.53	25,000.00
Agents / Valuers Fees	3	2,500.00	2,500.00	3,500.00
Statutory Advertising	4	85.82	85.82	285.82
Statutory Bond	5	1,200.00	1,200.00	1,200.00
Consultancy Fees and disbursements	6	44,614.72	44,614.72	44,614.72
Accountancy and Tax Fees	7	11,000.00	11,000.00	11,000.00
Customer Support Team and CRM interface	8	1,478,700.00	1,478,700.00	1,478,700.00
Debt Collection Costs	9	38,034.22	38,034.22	39,234.22
Debt Collection Expenses	10	534.90	534.90	600.00
IT support Services	11	128,514.80	128,514.80	130,000.00
Insurance	12	2,609.30	2,609.30	2,609.30
GoCardless	13	113,683.67	113,683.67	113,683.67
Take payments	14	277.44	277.44	277.44
Employment Advice	15	1,505.28	1,505.28	1,755.28
Accountancy Software Costs	16	204.20	204.20	250.00
Customer Refunds	17	3,133.83	3,133.83	3,400.00
Preparation of Statement of Affairs	18	1,000.00	1,000.00	1,000.00
Petitioning Costs	19	4,502.00	4,502.00	4,502.00
Other Expenses	20	234.71	234.71	234.71
Travel	21	987.00	987.00	987.00
VAT Consultancy Fee	22	8,000.00	8,000.00	24,500.00
TOTAL ESTIMATED COSTS (GROSS)		2,214,141.32	2,203,092.32	2,277,922.01
Less: Eon Contribution towards costs		(790,731.90)	(790,731.90)	(790,731.90)
TOTAL ESTIMATED COSTS (NET)		1,423,409.42	1,412,360.42	1,487,190.11

Expenses Note 1 – The Joint Administrators' Pre appointment costs

Azets' unpaid costs at the date of the Administration related to time incurred and unpaid in the 3 days prior to our appointment and were incurred in respect of planning and liaising with all relevant stakeholders in relation to the

formal appointment in the High Court. The total outstanding time costs totalled £7,347.00 in respect of 24.20 hours at an average charge out rate of £303.60. Creditors have provided approval to recover these costs as an expense of the Administration and these have been paid.

Addleshaws invested time prior to the Administration appointment totalling £8,464.60 relating to the appointment of the Joint Administrators and advising on the data sharing agreement held between the Company and Enigmasoft. Creditors have provided approval to recover these costs as an expense of the Administration and these have been paid.

Expenses Note 2 – Legal Costs: Addleshaws

We engaged Addleshaws from the date of our appointment to provide legal advice, ensure the validity of our appointment, advice, agreement and drafting a Data Sharing and Transitional Services Agreement with E.ON Next and their solicitors, to prepare and agree a Data Processing Agreement with Enigmasoft, validity of security over the Company's assets, and advice/letters to creditors commencing legal proceedings. During the Period, Addleshaws have also advised on the potential refund due from LCCC. We engaged Addleshaws on a time cost basis and because they have specialist advisors available in relation to dealings in the energy sector and in the transfer and handling of customer data.

Costs incurred as at the date of this report are £101,506.50 and future costs are expected to be £3,493.50.

Addleshaws' costs invoiced and paid to date are £91,495.00. As part of our agreement with E.ON Next, they have paid a contribution of £15,000.00 into the Administration Estate towards these costs.

Expenses Note 2 – Legal Costs: Gateley Legal

We engaged Gateley Legal to provide legal advice in relation to the Joint Administrators' investigations, the property leases, recovering of third-party loans and ongoing review of Enigmasoft's security and quantum of claim. Gateley Legal has also assisted with the application to Court for the extension to the period of the Joint Administrators' term of office, dealing with and responding to Enigmasoft's court application and attending the Court hearings on both matters.

Costs incurred as at the date of this report are £234,318.80 and we estimate their total costs during the Administration process to be £269,776.25, given their assistance with our ongoing investigations into the Company's affairs and Enigmasoft's floating charge.

We engaged Gateley Legal on a time cost basis because of their specialist knowledge in relation to investigations and antecedent transactions.

Expenses Note 2 – Legal Disbursements

The legal disbursements including Counsel's fees for dealing with the Court applications and attending the Court hearings totalling £11,100.00. Gateley Legal has also incurred other disbursements totalling £10,082.53 associated with the ongoing investigations, Court applications and recovery of the third party loans. These include travel, company searches, court fees, process server fees, advertising costs.

Expenses Note 3 – Agents and Valuers Fees

We engaged Griffin James Limited, to provide independent advice in respect of the Company's physical assets. Agent's costs of £2,000.00 were incurred in relation to a valuation report which has been paid in full. No further costs are anticipated in this regard.

Asset Reality provided valuation advice and realisation assistance in relation to the Company's crypto currency. Asset Realty were paid £500.00 for their services during the Period. No further costs are anticipated.

Lambert Smith Hampton has been engaged to provide a valuation in respect of the Company's leasehold premises that we were recently made aware of. The fees of Lambert Smith Hampton are anticipated to total £1,000.00 plus VAT on a time costs basis.

Expenses Note 4 – Statutory Advertising

We have incurred and paid a fee of £85.82 in respect of statutory advertising to date and have created a provision of £200.00 for future advertising, as appropriate. Further advertising may include notice of intended dividend to creditors.

Expenses Note 5 – Statutory Bonding

The Joint Administrators are obliged to obtain statutory insurance and the estimated total cost is £1,200.00. The full amount was paid on 6 January 2022 and no further costs are anticipated.

Expenses Note 6 – Consultancy Fees

We engaged a former director of the Company to provide ongoing support to facilitate the migration of customer accounts in full to E.ON Next, final billing and to act as an experienced interface with Enigmasoft in this specialist industry. Given the technical nature of the assignment and the data involved his assistance was essential and reduced the time required in the Joint Administrators' team in performing this function.

The director ceased assisting with the collection exercise following termination of the Enigmasoft undertaking on 12 April 2022. We have paid £43,009.51 plus disbursements of £1,605.21 to date. No further costs are anticipated.

Expenses Note 7 – Accountancy and Tax Fees

The services of the Company's existing accountants, Shreem Accountants Limited were retained to assist in the preparation of management accounts at a cost of £5,000.00 and finalising the Company's final pre-appointment VAT returns at a cost of £6,000.00. These costs have been paid in full and no further costs are anticipated.

Expenses Note 8 – Customer Service Team and CRM interface

The Company employed Enigmasoft to provide its billing and CRM systems on a platform developed by Enigmasoft.

We considered the ongoing supply of these services as critical part of our strategy to facilitate the migration of customer data and to calculate and issue final bills to all customers. The monthly cost of the operation in India is £390,000.00 and we engaged them for an initial three month period to 12 January 2022, at a total cost of £1,170,000.00. Enigmasoft employed over 100 people in India to act as debt collectors and customer services representatives. The investment in Enigmasoft's services should be set in context of the alternative of establishing a new operation in the UK, it was not commercial to do so and it would have not been possible to provide continuity of service and the transfer of the data for 51,329 customers. The costs incurred of £1,170,000.00 have been paid in full and no further costs are anticipated.

We engaged Enigmasoft to provide services on a more limited basis for a further three month period from 13 January 2022 to 12 April 2022 at a reduced level at an agreed cost of £102,900.00 per month. These costs of £308,700.00 have been paid and no further costs are anticipated.

As part of our agreement with E.ON Next we agreed a contribution of £685,731.90 toward these costs, and this sum has been received into the Administration Estate together with a £90,000.00 contribution towards the Joint Administrators' costs and a £15,000.00 contribution towards legal costs.

Expenses Note 9 – Debt Collection Costs

Credit Style was engaged to collect the remainder of the customer debt book following the termination of the Enigmasoft undertaking on 12 April 2022. Credit Style charge collection fees at a rate of 15% of total collections. To date, they have collected a total of £253,561.82 and charged £38,034.22. We estimate that Credit Style's further fees will be in the region of £1,200.00.

Expenses Note 10 – Debt Collection Expenses

The debt collection costs incurred by Credit Style refer to the costs incurred when tracing debtors addresses to ensure this information is up to date and issuing escalation letters to prompt debtors to engage with them. The total cost of

this to date has been £534.90. A small provision of £65.10 has been included for further expenses that may be incurred by Credit Style.

Expenses Note 11 – IT Support Services

We engaged the following service providers to provide essential services to the Company for the period up to 12 April 2022:

Supplier	Nature of Services	Incurred (£)	Paid (£)
Bytes Limited	IT servers and related services	21,816.26	21,816.26
Hubspot Ireland Limited	Customer Communications services	4,533.00	4,533.00
Enigma Tech Solutions Limited	Customer Website and App portals required for meter readings, delivery of final bills and to facilitate payments	68,000.00	68,000.00
Ring Central	Operation of phone lines and direction of customer calls	27,000.28	27,000.28
Barclays Merchant	Banking facilities to process customer payments	7,165.26	7,165.26
TOTALS		128,514.80	128,514.80

A small provision of £1,485.20 has been included for any further IT costs that may be incurred prior to the end of the Administration.

Note 12 – Insurance

Insurance costs have been incurred to date with AUA Insolvency Risk Services Limited in relation to the Company's tangible assets and former premises which were insured from appointment. The insurance cover has now been cancelled and insurance charges totalled £2,609.30. No further costs are anticipated.

Note 13 – GoCardless

GoCardless retained a clawback provision of £237,490.00 in relation to customers who chose to reverse their direct debit provisions. GoCardless has drawn customer clawbacks and charges totalling £113,683.67 from the clawback provision. The balance of the provision received was 123,800.33. The GoCardless direct debit facility has since been terminated and the account fully reconciled. No further costs are expected.

Note 14 – Take payments

Take payments have been paid a total of £277.44. Take payments provided the Company's merchant payment system which is no longer being used to collect payments from customers. No further costs are anticipated.

Note 15 – Employment Advice

UKELC & Co Limited was instructed to assist with the calculation and submission of employee claims to the Redundancy Payments Office. Costs totalling £1,505.28 have been paid in respect of these services. They were instructed as specialists in dealing with employee claims in insolvency matters.

Additional costs of £250.00 have been incurred for employment advice during the Period regarding the preferential dividend. This will be paid once the preferential distribution has been finalised. No further costs are anticipated.

Note 16 – Accountancy Software Costs

The Company used Xero accounting software for its accounting software. We are continuing to maintain the Xero subscription at a cost of around £14 per month. Costs totalling £204.20 have been paid to Xero to date. A small provision of £45.80 has been included for any further Accountancy Software Costs that may be incurred prior to the end of the Administration.

Note 17 – Customer Refunds

On an exceptional basis we have issued refunds to former customers totalling £3,133.83 in the post-appointment period. A small provision has been included for any further customer refunds that may need to be issued, although these are now unlikely.

Note 18 – Preparation of Statement of Affairs

The Company's former accountant Shreem Accountants Limited assisted the directors with the drafting of the Statement of Affairs, given their experience and knowledge of the Company's accountants, and were paid £1,000.00. No further costs are anticipated.

Note 19 – Petitioning Costs

Petitioning costs of £1,902.00 and £2,600.00 have been incurred issuing winding-up petitions in pursuit of the third party loans due from Doorstep Dispensaree and Symbio Europe. A petition deposit refund of £1,550.00 has been received in relation to the petition against Doorstep Dispensaree which was withdrawn. No further costs are anticipated.

Note 20 – Other Expenses

Other sundry expenses incurred to date total £234.71. No further costs are anticipated.

Note 21 – Travel

Travel costs incurred at the outset of the Administration when visiting the Company premises and subsequent attendance at Court hearings total £987.00. No further costs are anticipated.

Note 22 – VAT Consultancy Fee

Deloitte LLP were instructed to review and finalise the VAT returns for the pre and post Administration period. Deloitte LLP has been paid £8,000 plus VAT to date. A further payment of £16,500.00 plus VAT has been made outside of the reporting period. No further costs are anticipated.

AZETS HOLDINGS LIMITED – FEES AND EXPENSES POLICY

Introduction

Further information about creditors' rights can be obtained by visiting the creditors' information micro-site published by the Association of Business Recovery Professionals (R3) at <http://www.creditorinsolvencyguide.co.uk>.

Details about how an office holder's fees may be approved for each case type are available in a series of guides issued with Statement of Insolvency 9 (SIP 9) and can be accessed at <https://www.azets.co.uk/restructuring-and-insolvency-downloads/>. A hard copy may be requested from Azets Holdings Limited, 5th Floor Ship Canal House, 98 King Street, Manchester, M2 4WU or conor.leyden@azets.co.uk

Staff Allocation and Charge Out Rates

Our general approach to resourcing our assignments is to allocate staff with the skills and experience to meet the specific requirements of the case. Work carried out by all staff is subject to the overall supervision of the office holders.

The constitution of the case team will usually consist of a Partner/Director, Manager and an Administrator as well as support staff. The exact constitution of the case team will depend on the anticipated size and complexity of the assignment and on larger, more complex cases, several members of staff may be allocated to meet the demands of the case.

We operate a time recording system which allows staff working on the assignment along with the office holders to allocate their time to an assignment in 6 minute units.

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

Time costs are recorded at the individual's hourly rate in force at that time. Our charge out rates increased on 1 May 2023 and are shown below, exclusive of VAT.

1 May 2023 to date	£	31 February 2022 to 30 April 2023	£	3 December 2018 to 31 January 2022	£
Partner/Director	520.00 – 665.00	Partner/Director	400.00 – 580.00	Partner	350.00 -395.00
Manager	320.00 – 430.00	Manager	280.00 – 375.00	Directors/Manager	220.00 - 260.00
Administrator	150.00 – 320.00	Administrator	130.00 – 275.00	Administrator	210.00
Support Staff	150.00	Support Staff	120.00	Junior/Trainee Administrator	130.00 - 195.00
				Cashiers/Secretaries	120.00

Included within the manager grade are Senior Manager, Manager and Assistant Manager. Included within the Administrator grade are Senior Administrator and Assistant. 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.

Please note that charge out rates are reviewed annually and may be subject to change.

Expenses

On insolvency appointments, an office holder will typically incur expenses which relate to that assignment. Expenses (or costs) are amounts properly payable by an office holder from an insolvency estate which are not otherwise categorised as the office holder's remuneration or a distribution to a creditor or shareholder. These expenses may

include, but are not limited to, agent's costs for disposal and realisation of assets, legal costs, specialist pension advice, tax services or other routine expenses associated with an insolvency appointment such as statutory advertising costs, the office holder's specific penalty bond and costs associated with storing the books and records. Expenses also include disbursements which are payments that are first met by the office holder and then reimbursed at a later date from the estate, usually when realisations permit. Details of the anticipated expenses on an insolvency assignment will be outlined in the office holder's fees estimate or other information provided to creditors about the fee basis or bases being proposed.

Expenses recharged to, or incurred directly by, an insolvent estate are subject to VAT at the applicable rate where appropriate.

Some expenses can be paid without prior approval from creditors (referred to as Category 1 expenses) and other expenses which may have an element of shared costs or are proposed to be paid to an associate of the office holder, require approval before they can be paid (referred to as Category 2 expenses).

Category 1 expenses are directly referable to an invoice from a third party that is not an associate of the office holder or the firm, which is either in the name of the estate or Azets Holdings Limited; in the case of the latter, the invoice makes reference to, and therefore can be directly attributed to, the insolvency estate. These costs are recoverable 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.

Category 2 expenses are directly attributable to the estate but include an element of shared costs or is a payment to an associate of the office holder or the firm. These expenses are recoverable from the estate, subject to the prior approval of the creditors, in the same manner as the approval of the office holder's remuneration.

The Category 2 expenses which include an element of shared costs and are charged by this firm are as follows

- Postage – charged in accordance with the current Royal Mail price guide for first class.
- Business mileage – charged at standard rates which comply with HM Revenue & Customs limits. The current rate is 45 pence per mile.
- Internal photocopying - charged at 5 pence per sheet for reports and circulars issued to creditors, shareholders, employees and other stakeholders. No additional charge is made for individual items of correspondence.

Please note that these category 2 expenses are reviewed annually and may be subject to change.

Payments to associates (as defined in Section 435 of the Insolvency Act 1986 and the Insolvency Code of Ethics), which are also classified as a category 2 expense requiring creditor approval, are not routinely made by this firm. Any such payments will be considered on a case by case basis and when seeking approval for the payments, the office holder will provide creditors with an explanation of the work to be done, why the work is necessary and the estimated payment that will be made. The form and nature of the relationship with the associate will also be provided.

Provision of Services Regulations

When carrying out all professional work relating to an insolvency appointment, Insolvency Practitioners are bound by the Insolvency Code of Ethics.

To comply with the Provision of Service Regulations, some general information about Azets Holdings Limited, including our complaints policy and Professional Indemnity Insurance and the Insolvency Code of Ethics, is available on our website using the following link: www.azets.co.uk/about-us/legal-regulatory-information/.

Staff Allocation and the Use of Sub-Contractors

The general approach to resourcing our assignments is to allocate staff with the skills and experience to meet the specific requirements of the case. Where appropriate the Joint Administrators utilise the expertise of sub-contractors who can deliver tasks at a lower cost to the estate than if the Joint Administrators were to carry out the same tasks.

In this case we have sub-contracted work to the following companies. The Joint Administrators consider that these companies have the relevant technical experience to deliver the work as well as have relevant experience in the energy sector where appropriate:

Name of Professional/Advisor	Basis of Fee/Arrangement
Addelshaw Goddard (legal advice)	Hourly rate & disbursements
Gateleys Solicitors (legal advice)	Hourly rate & disbursements
UKELC & Co Limited (employee agents)	Fixed fee
AUA Insolvency Risk Services (insurance)	Scale rate & disbursements
Shreem Accountants Limited (accountants)	Fixed Fee
Griffin James Limited (agents and valuers)	Fixed Fee
Credit Style Limited (book debt agents)	Percentage of realisation
Deloitte LLP (tax advisors)	Hourly rate & disbursements
Asset Reality (Crypto agents and valuers)	Fixed Fee
Lambert Smith Hampton (Property agents)	Hourly rate & disbursements

Joint Administrators Expenses

Category 1 and Category 2 Expenses

Expenses are payments from an insolvent estate which are neither an office holder's remuneration nor a distribution to a creditor or shareholder. Some expenses can be paid without prior approval from creditors (Category 1 expenses) and other expenses which may have an element of shared costs or are proposed to be paid to an associate of the office holder, require approval before they can be paid (Category 2 expenses).

Category 1 Expenses

Category 1 Expenses do not require approval. The type of disbursements that may be charged as a Category 1 disbursement to a case generally comprise of external supplies of incidental services specifically identifiable to the case, such as case advertising, invoiced travel and external printing, room hire and document storage. Also, chargeable will be any properly reimbursed expenses incurred by personnel in connection with the case.

Category 1 Expenses are charged as follows:

- Company and other Search costs are charged at cost.
- Case related travel and accommodation is charged as a reimbursement of the actual cost incurred.
- Statutory Advertising is charged as a reimbursement of the actual cost incurred.
- All other disbursements are charged at cost.
- VAT is added to disbursement charges as necessary.

Category 2 Expenses

Category 2 Expenses do require approval from creditors. These are costs which are directly referable to the appointment in question but are not payments which are made to an independent third party and may include shared or allocated costs that can be allocated to the appointment on a proper and reasonable basis such as internal room hire, document storage or business mileage. Approval to charge these will be sought from creditors when the basis of my remuneration as Joint Administrator is fixed.

Where we propose to recover costs which, whilst being in the nature of expenses or disbursements, may include an element of shared or allocated costs such as room hire, document storage or communication facilities provided by us

then they must be disclosed and authorised by those responsible for approving the office holders remuneration. Such expenditure is referred to as a "category 2 disbursement". The following items of expenditure are recharged on this basis and are believed to be in line with the cost of the external provision:

Category 2 expenses are charged as follows:

- Business mileage for case related travel is charged at standard rates which comply with Inland Revenue limits. This rate is currently 45p per mile.
- Internal Photocopying - A charge of 10 pence per sheet is charged for reports and circulars issued to creditors, shareholders, employees and general contacts. No additional charge is made for individual items of correspondence.
- Postage will be charged in accordance with the current Royal Mail Price Guide for first class post dependent upon the size and weight of the item as amended from time to time. By way of illustration as at 1 October 2019 these rates are:-

	Stamps	Franking
Weight	Price	Price
Letter		
0-100g	85p	57p
Letter Large		
0-100g	£1.29	£1.17
101-250g	£1.83	£1.62
251-500g	£2.39	£2.09
501-750g	£3.30	£2.91

- Meeting Room Facilities – Where statutory meetings of shareholders and or creditors are held at one of our offices a charge of £75 is made.
- Storage of our files including confidential destruction costs £75.00 for up to 8 files.
- Storage Boxes £2.25 per box.
- Storage of books and records will be charged at a rate of 25 pence per box per month.
- Collection and delivery of boxes will be charged at £10 per consignment.
- Destruction of the books and records will be charged at the rate of £3.95 per box.
- VAT is added to disbursement charges as necessary.

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

Appendix D

Estimated Outcome Statement as at 12 October 2023

Note
No creditor claims have yet been agreed.

SYMBIO ENERGY LIMITED - IN ADMINISTRATION

Appendix E

How the Administration Will End

Automatic End

- 1.1 All Administrations automatically come to an end after the period of one year, unless the Company's creditors agree to extend this period, or the Court orders the Administrators' term of office be extended for a specified period of time.

Extension

- 1.2 The term of the Joint Administrators' period in office has currently been extended by a further period of 12 months by Court order to 23:59 on 12 April 2024.
- 1.3 At the time of drafting this report, we do not believe that any further extension to the period of Administration will be necessary, however we will confirm the position to creditors in a subsequent progress report in due course.
- 1.4 Based on information currently available, there may be a distribution to unsecured creditors, therefore the information on the ultimate exit routes we believe may be appropriate in this Administration is set out below.

Creditors' Voluntary Liquidation ("CVL")

- 1.5 If the Joint Administrators think a dividend will be paid to the unsecured creditors, the Joint Administrators will either make an application to Court to enable them to make a distribution to unsecured creditors in the Administration or they will file a notice with the Registrar of Companies in order that the Administration will cease and the Company will move automatically into CVL to facilitate this distribution.
- 1.6 Given our position in relation to the partial invalidity of Enigmasoft's floating charge pursuant to Section 245 of the Act, there may be sufficient funds available to make a dividend distribution to unsecured creditors. Enigmasoft has, however, disputed our position in relation to its floating charge, and therefore the outcome for creditors generally and the exit route from the Administration remains uncertain at this time.
- 1.7 It is proposed that the Joint Administrators in office at the date of conversion to CVL will become the Joint Liquidators of the CVL and that the Joint Liquidators will be authorised to act jointly and severally in the subsequent liquidation.
- 1.8 Creditors have the right to nominate an alternative Liquidator of their choice if a Decision Procedure for the nomination of Liquidators is proposed. To do this, creditors must make their nomination in writing to the Joint Administrators prior to the deadline for voting. Where this occurs, the Joint Administrators will advise creditors and provide the opportunity to vote. In the absence of a nomination, the Joint Administrators will automatically become the Joint Liquidators of the subsequent CVL.

Dissolution

- 1.9 If, the Joint Administrators thinks that the Company has insufficient property to permit a distribution to the unsecured creditors, other than by virtue of the prescribed part, and that there will be distributions to the secured and/or preferential creditors of the Company, once these distributions have been made, a notice will be filed at Court and with the Registrar of Companies with the Joint Administrators' final report, for the dissolution of the Company.
- 1.10 The Joint Administrators' appointment will end following the registration of the notice by the Registrar of Companies.

Compulsory Winding Up ("CWU")

- 1.11 If a move to CVL is not possible because a dividend distribution to the unsecured creditors (other than by virtue of the Prescribed Part) is not anticipated, but the Joint Administrators conclude that an exit into Liquidation is appropriate so that further investigations into the Company's affairs may be carried out for example, an application to Court may be made to exit into Compulsory Liquidation instead.

SYMBIO ENERGY LIMITED – IN ADMINISTRATION

- 1.12 If this exit route is appropriate, at this stage it is anticipated (but is not mandatory) that the Joint Administrators will become the Joint Liquidators in the subsequent Liquidation.

Outcome

As detailed on the Estimated Outcome Statement accompanying this report, it is currently anticipated that there will be a return to secured, preferential and unsecured creditors (in addition to the prescribed part).

We are, however, continuing to liaise with Enigmasoft's regarding the validity of its floating charge and the quantum of its claim, which will have a significant impact on the outcome for creditors and the exit route from Administration.

It is therefore not presently possible to exit the Administration by way of a CVL.