

WU07

Notice of progress report in a winding-up by the court



Companies House

For further information, please
refer to our guidance at
www.gov.uk/companieshouse

1 Company details

Company number 0 3 9 9 9 6 3 0

Company name in full AUTOSCAN Q A LIMITED

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Nicholas W

Surname Nicholson

3 Liquidator's address

Building name/number Haslers

Street Old Station Road

Post town Loughton

County/Region Essex

Postcode I G 1 0 4 P L

Country

4 Liquidator's name ①

Full forename(s)

Surname

① Other liquidator

Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number

Street

Post town

County/Region

Postcode

Country

② Other liquidator


Use this section to tell us about
another liquidator.

WU07

Notice of progress report in a winding-up by the court

6	Period of progress report															
From date	^d	3	^d	0	^m	0	^m	3	^y	2	^y	0	^y	2	^y	0
To date	^d	2	^d	9	^m	0	^m	3	^y	2	^y	0	^y	2	^y	1

7	Progress report											
<input checked="" type="checkbox"/> The progress report is attached												

8	Sign and date															
Liquidator's signature	Signature															
																
Signature date	^d	0	^d	1	^m	0	^m	4	^y	2	^y	0	^y	2	^y	1

**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 **Nicholas W Nicholson**

Company name **Haslers**

Address **Old Station Road**

Loughton

Post town **Essex**

County/Region

Postcode **I G 1 0 4 P L**

Country

DX

Telephone **020 8418 3333**

**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

AUTOSCAN Q A LIMITED
(In Liquidation)
Liquidator's Summary of Receipts & Payments

Statement of Affairs £	From 30/03/2020 To 29/03/2021 £	From 30/03/2012 To 29/03/2021 £
ASSET REALISATIONS		
Bank Interest Net of Tax	1.07	1.07
Book Debts	NIL	(4,638.85)
ISA interest	(5.34)	(345.54)
VAT Refund	NIL	(11,407.62)
	4.27	16,390.94
COST OF REALISATIONS		
Agents Fees	NIL	820.00
Counsel's fees	NIL	500.00
DTI Cheque Fees	NIL	0.60
ISA Quarterly Charges	88.00	784.00
Land Registry Fees	NIL	183.00
Legal Fees	NIL	1,500.00
Office Holders Fees	NIL	3,000.00
Official Receivers Remuneration	NIL	2,235.00
Search Fees (Probate Registry)	NIL	6.00
Sec of State Fees	0.64	4,613.58
Specific Bond	NIL	40.00
Stationery & Postage	NIL	24.01
Statutory Advertising	NIL	76.50
Tax on ISA interest	NIL	68.04
Travel & Subsistence	NIL	355.01
	(88.64)	(14,205.74)
UNSECURED CREDITORS		
(4,716.40) Banks/Institutions	NIL	NIL
(347,246.00) HM Revenue & Customs - Tax	NIL	NIL
(249,566.00) HM Revenue & Customs - VAT	NIL	NIL
(101,806.98) Trade and Expense Creditors	NIL	NIL
	NIL	NIL
DISTRIBUTIONS		
(100.00) Ordinary Shareholders	NIL	NIL
	NIL	NIL
(703,435.38)	(84.37)	2,185.20
REPRESENTED BY		
Insolvency Service Account (ISA)		2,185.20
		2,185.20

AUTOSCAN Q A LIMITED – IN COMPULSORY LIQUIDATION

**LIQUIDATOR'S PROGRESS REPORT TO CREDITORS AND MEMBERS
FOR THE YEAR ENDING 29 MARCH 2021**

EXECUTIVE SUMMARY

The Company was previously in Administration with The Redfern Partnership, who sold the business and trading assets of the Company. On 5 January 2012, a Winding up Order was made against the Company following a petition presented by the Joint Administrators.

On 30 March 2012 Richard Hooper of Haslers was appointed Liquidator of the Company by the Secretary of State. Richard Hooper has since retired from the Practice and, in accordance with a Court Order dated 15 April 2016, and I, together with Stratford Hamilton replaced him as Joint Liquidators. Stratford Hamilton left the Practice and, in accordance with a Court Order dated 13 October 2017, Dominic Dumville replaced him as Joint Liquidator. Since then, Dominic Dumville has also left Haslers and was removed as Joint Liquidator in accordance with a further Order of the High Court on 16 January 2020. As a result, I am now the sole Liquidator.

The only known asset in the Liquidation was a VAT refund which was paid into the Liquidation bank account.

As previously reported, I had considered, in consultation with solicitors, whether claims could be made and following that advice wrote to the individuals concerned, setting out the claims against them. Following the responses and the receipt of further legal advice the claims will not be pursued further since they were unlikely to result in recoveries for the benefit of the Company's creditors.

I have received modest recoveries in the form of dividends to creditors from the Liquidations of MG Rover Group and RDS Automotive Limited. Further dividends are anticipated to be received, although the information to hand suggests the amount may not be significant.

As previously reported, the outcome to creditors was predominantly dependent upon the outcome of my investigations and the success of the identified claims. Accordingly, it is now unlikely that any dividends will be declared in this Liquidation.

STATUTORY INFORMATION

Company name:	Autoscan Q A Limited			
Company number:	03999630			
Trading address:	Autoscan House, Charlton Street, Oakengates, Telford TF2 6BT			
Registered office:	Haslers, Old Station Road, Loughton, Essex IG10 4PL			
Former registered office:	2 Albert Street, St. Georges, Telford, Shropshire TF2 9AT			
Principal trading activity:	Supply of quality engineers to automotive industry			
Liquidators' names:	Richard Hooper	Nicholas Nicholson	Stratford Hamilton	Dominic Dumville
Joint Liquidators' date of:				
- Appointment:	30/03/2012	15/04/2016	15/04/2016	13/10/2017
- Removal:	15/04/2016		13/10/2017	16/01/2020
Liquidators' address:	Haslers, Old Station Road, Loughton, Essex IG10 4PL			
Court name and reference:	Birmingham District Registry 8252 of 2011			
Actions of Joint Liquidators':	Any act required or authorised under any enactment to be done by a Liquidator may be done by either or both of the Liquidators acting jointly or alone.			

LIQUIDATOR'S ACTIONS SINCE LAST REPORT

Since my last report, I have dealt with statutory matters and liaised with the Liquidators of MG Rover Group and RDS Automotive Limited.

A further dividend of £2,322.31 had been declared in February 2020 by the Liquidation of MG Rover Group but was not received and has since been claimed.

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

RECEIPTS AND PAYMENTS

My Receipts & Payments Account for the period from 30 March 2020 to 29 March 2021 is enclosed.

The balance of funds is held in a non-interest-bearing account at the Insolvency Services Account.

ASSETS

VAT REFUND

As previously reported, and referred to above, a VAT refund of £11,407.62, plus accrued interest, was held in a suspense account, as the Receiver previously acting on behalf of a secured creditor had claimed that this sum was due to the secured creditor. Since no further claim has been made these funds have been transferred to the general Insolvency Services Account.

BOOK DEBTS

Although the Receipts & Payments does not reflect this, I have now received interim dividends from the Liquidations of MG Rover Group and RDS Automotive Limited totalling £6,961.16. The sum of £2,322.31 declared by the liquidators of MG Rover Group in 2020 was never received but has recently been claimed. Final dividends are expected to become payable in due course.

ISA INTEREST

I have received interest of £345.54 since the commencement of the Liquidation, of which £5.34 was received since 30 March 2020.

LIABILITIES

SECURED CREDITORS

An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company has granted the following charges:

- Debenture created 23 May 2011 to Cable Finance Limited
- Debenture created 11 August 2010 to Close Invoice Finance Limited
- Mortgage created 26 February 2009 to Lloyds TSB Bank Plc

No balance has been claimed by Cable Finance Limited or any other secured creditor.

PREFERENTIAL CREDITORS

The handover papers received from the Official Receiver anticipated no preferential creditors and no claims have been received.

CROWN CREDITORS

The handover papers received from the Official Receiver included £596,812 owed to HM Revenue & Customs ("HMRC"). HMRC's claim of £744,035.22 has been received.

UNSECURED CREDITORS

The handover papers received from the Official Receiver included 28 unsecured creditors with an estimated total liability of £453,769.38. I have received claims from 8 creditors at a total of £535,530.03. I have not received claims from 20 creditors with original estimated claims in the statement of affairs of £55,510.29.

DIVIDEND PROSPECTS

UNSECURED CREDITORS

As previously advised, the Company gave a floating charge to Cable Finance Limited, Close Invoice Finance Limited and Lloyds TSB Bank plc and the prescribed part provisions will apply. Albeit, in this case, I have not been informed of any balances due to the floating charge holders.

On the basis of realisations to date, together with estimated future realisations, and after taking into account the costs of the Liquidation to date, the net property of the Company is currently £nil and therefore the provisions of the prescribed part will not apply. However, this estimate may change as a result of future realisations and I will update creditors accordingly.

INVESTIGATION INTO THE AFFAIRS OF THE COMPANY

As previously reported, an investigation into the Company's affairs was undertaken to establish whether there were any potential asset recoveries or conduct matters that justified further investigation, taking account of the public interest, potential recoveries, funds likely to be available to fund an investigation, and the costs involved.

The claims revolved around payments made by the Company and adjustments made in the Company's accounts. As previously reported, I sent letters of claim and received responses which I have discussed with my solicitors and I was advised that formal claims should be made. Following further correspondence and discussions with my solicitors regarding litigation risk and likelihood of recovery, on their advice, the claims will not be pursued further.

LIQUIDATOR'S REMUNERATION

My remuneration was approved on a time cost basis. My total time costs to 29 March 2021 amount to £127,488.68, representing 437.97 hours of work at an average charge out rate of £291.09 per hour, of which £2,718.00, representing 11.50 hours of work, was charged in the period since 30 March 2020, at an average charge out rate of £236.35 per hour.

I have drawn £3,000.00 to 29 March 2021, none of which has been drawn in the period since 30 March 2020.

A schedule of my time costs incurred to date and in the period since 30 March 2020 is attached.

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/>. A copy of 'A Creditors Guide to Liquidators' Fees' also published by R3, is available at the link <https://www.haslers.com/services/insolvency-and-recovery-services/> under the tab 'Tools and Resources'. Please note that there are different versions of the Guidance Notes and in this case, you should refer to the November 2011 version. Please note that further details are also included in the practice fee recovery sheet. An explanatory note which shows Haslers' fee policy is enclosed with this report.

LIQUIDATOR'S EXPENSES

I have incurred expenses to 29 March 2021 of £1,504.52, none of which have been incurred in the period since 30 March 2020. Please note that I have also incurred legal fees and expenses under a conditional fee arrangement, which are not included within this amount, further details can be found below.

I have drawn £1,504.52 to date, none of which was drawn in the period since 30 March 2020.

I have used the following agents or professional advisors in the reporting period:

Professional Advisor	Nature of Work	Basis of Fees
Moon Beever	Solicitors	Conditional fee arrangement

Moon Beever, Solicitors have total costs of £15,277.75 and Counsel's fees of £1,925.00 of which £965.25 was incurred since 30 March 2020. Of this total, £1,500 and £500 respectively have been paid, but none in the reporting period. Due to the lack of realisations, the balance of these costs will likely be written off. They had continued to provide advice on the claims made and responses received.

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

FURTHER INFORMATION

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

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

To comply with the Provision of Services Regulations, some general information about Haslers can be found in the attached summary sheet.

SUMMARY

The Liquidation will remain open until the dividends from MG Rover Group and RDS Automotive Limited have been received. I estimate that this will take approximately 12 months and once resolved, based upon the amount received being insufficient to pay a distribution in this Liquidation, matters will be finalised and my files will be closed.

If creditors have any queries regarding the conduct of the Liquidation, or if they want hard copies of any of the documents made available on-line, they should contact Pritesh Kataria by email at Pritesh.Kataria@Haslers.com, or by phone on 020 8418 3333.



NICHOLAS W NICHOLSON
LIQUIDATOR

Appendix A

ADMINISTRATION

This represents the work involved in the routine administrative functions of the case by the office holder and their staff, together with the control and supervision of the work done on the case by the office holder and their managers. It does not give direct financial benefit to the creditors, but has to be undertaken by the office holder to meet their requirements under the insolvency legislation and the Statements of Insolvency Practice, which set out required practice that office holders must follow.

- Dealing with all routine correspondence and emails relating to the case.
- Maintaining and managing the office holder's estate bank account.
- Maintaining and managing the office holder's cashbook.
- Undertaking regular bank reconciliations of the bank account containing estate funds.
- Undertaking periodic reviews of the progress of the case.
- Overseeing and controlling the work done on the case by case administrators.
- Preparing, reviewing and issuing an annual progress report to creditors and members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

CREDITORS

Claims of creditors - the office holder needs to maintain up to date records of the names and addresses of creditors, together with the amounts of their claims as part of the management of the case, and to ensure that notices and reports can be issued to the creditors. The office holder also needs to deal with correspondence and queries received from creditors regarding their claims and dividend prospects as they are received. The office holder is required to undertake this work as part of his statutory functions.

- Dealing with creditor correspondence, emails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.

AUTOSCAN Q A LIMITED
(In Liquidation)
LIQUIDATOR'S RECEIPTS AND PAYMENTS ACCOUNT

	Statement of affairs £	From 30/03/2020 To 29/03/2021 £	From 30/03/2012 To 29/03/2021 £
RECEIPTS			
Book Debts		0.00	4,638.85
VAT Refund		0.00	11,407.62
ISA interest		5.34	345.54
		<u>5.34</u>	<u>16,392.01</u>
PAYMENTS			
Bank Interest Net of Tax		1.07	1.07
Official Receivers Remuneration		0.00	2,235.00
DTI Cheque Fees		0.00	0.60
Sec of State Fees		0.64	4,613.58
Specific Bond		0.00	40.00
Office Holders Fees		0.00	3,000.00
Travel & Subsistence		0.00	355.01
Agents Fees		0.00	820.00
Legal Fees		0.00	1,500.00
Counsel's fees		0.00	500.00
Tax on ISA interest		0.00	68.04
Stationery & Postage		0.00	24.01
Land Registry Fees		0.00	183.00
Statutory Advertising		0.00	76.50
ISA Quarterly Charges		88.00	784.00
Search Fees (Probate Registry)		0.00	6.00
Trade and Expense Creditors	(101,806.98)	0.00	0.00
Banks/Institutions	(4,716.40)	0.00	0.00
HM Revenue & Customs - Tax	(347,246.00)	0.00	0.00
HM Revenue & Customs - VAT	(249,566.00)	0.00	0.00
Ordinary Shareholders	(100.00)	0.00	0.00
		<u>89.71</u>	<u>14,206.81</u>
Net Receipts/(Payments)		<u>(84.37)</u>	<u>2,185.20</u>
MADE UP AS FOLLOWS			
Insolvency Service Account (ISA)		(84.37)	2,185.20
		<u>(84.37)</u>	<u>2,185.20</u>

Autoscan Q A Limited

Analysis of time costs from 30/03/12 to 29/03/21

	Time recorded (Hours)							
Categories	Partner	Manager	Senior Administrator	Administrator	Junior	Total Time	Total Sum of Charge	Average Hourly Rate
GENERAL CASE ADMINISTRATION								
Administ & Planning	0.50		2.50			3.00	700.00	233.33
Case Planning	3.70	24.25	5.70	17.08	2.40	53.13	12,701.17	239.04
Administrative Set-up			2.60			2.60	507.00	195.00
Appointment Notification			0.50			0.50	97.50	195.00
Maintenance of Records	15.30	11.57	16.30	6.42	0.10	49.68	14,243.51	286.69
Statutory Reporting	2.40	21.70	11.30	8.15	1.40	44.95	11,214.00	249.48
Non-formal app Work	1.50					1.50	412.50	275.00
INS Cashiering	0.30		1.20	5.30	1.70	8.50	1,021.50	120.18
Total	23.70	57.52	40.10	36.95	5.60	163.87	40,897.18	249.58
REALISATION OF ASSETS								
Identifying, Securing, insuring Assets		0.10	0.30			0.40	88.00	220.00
Debt Collection		4.90	0.20			5.10	1,596.00	312.94
Property, Business and Asset Sales		1.80	0.40			2.20	654.00	297.27
Total		6.80	0.90			7.70	2,338.00	303.64
INVESTIGATIONS								
Investigations	20.40		0.30			20.70	6,643.50	320.94
Investigating Antecedent Transactions	26.35	207.90		4.50	0.40	239.15	76,007.50	317.82
Total	46.75	207.90	0.30	4.50	0.40	259.85	82,651.00	318.07
CREDITORS								
Communications With Creditors		2.95	1.10	0.90		4.95	1,250.50	252.63
Creditors' Claims (inc. Employees and Preferential		0.20	0.40			0.60	133.00	221.67
Total		3.15	1.50	0.90		5.55	1,383.50	249.28
CASE SPECIFIC MATTERS								
Case Specific Matters		0.30	0.70			1.00	219.00	219.00
Total		0.30	0.70			1.00	219.00	219.00
	70.45	275.67	43.50	42.35	6.00	437.97	127,488.68	291.09

Autoscan Q A Limited

Analysis of time costs from 30/03/20 to 29/03/21

	Time recorded (Hours)							
Categories	Partner	Manager	Senior Administrator	Administrator	Junior	Total Time	Total Sum of Charge	Average Hourly Rate
GENERAL CASE ADMINISTRATION								
Case Planning		1.30		4.40		5.70	856.00	150.18
Maintenance of Records		1.70				1.70	544.00	320.00
Statutory Reporting	0.50	2.50				3.00	1,044.50	348.17
INS Cashiering					0.40	0.40	49.50	123.75
Total	0.50	5.50		4.40	0.40	10.80	2,494.00	230.93
REALISATION OF ASSETS								
Debt Collection		0.70				0.70	224.00	320.00
Total		0.70				0.70	224.00	320.00
	0.50	6.20		4.40	0.40	11.50	2,718.00	236.35

PRACTICE FEE RECOVERY POLICY FOR HASLERS

Introduction

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

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 Practice 9 (SIP 9) and can be accessed at <http://www.haslers.com/services/insolvency/>. Alternatively a hard copy may be requested from Haslers, Old Station Road, Loughton, Essex IG10 4PL. Please note that we have provided further details in this policy document.

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

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

Time cost basis

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

Chargeout Rates

Grade of staff	Current charge-out rate per hour, effective from 1 April 2020 £	Previous charge-out rate per hour, effective from 1 April 2019 £
Partner – appointment taker	375-510	375-510
Manager	285-320	285-320
Senior Administrator	195-250	195-250
Case Administrator	95-165	95-165
Cashier	100	100

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

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

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

- Administration and Planning.
- Maintenance of records
- Investigations.
- Realisation of Assets.
- Creditors.
- Case specific matters.
- Statutory reporting.

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

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

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

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

Members' voluntary liquidations and Voluntary Arrangements

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

All bases

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

Agent's Costs

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

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

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

Disbursements

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

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

Category 2 expenses are incurred by the firm and recharged to the estate; they are not attributed to the estate by a third party invoice and/or they may include a profit element. It is not Haslers' policy to charge for such costs.

PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR HASLERS

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

Licensing Body

Nicholas Nicholson is licensed to act as an Insolvency Practitioner in the United Kingdom by the Institute of Chartered Accountants in England and Wales.

Nicholas Nicholson is a Member of the Insolvency Practitioners Association.

Haslers is also a member of the ICAEW, Institute of Chartered Accountants in England and Wales.

Rules Governing Actions

All IPs are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the professional body that licences Haslers' IPs <https://www.icaew.com/-/media/corporate/files/members/regulations-standards-and-guidance/master-insolvency-regulations-and-guidance-notes-010518.ashx?la=en>. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice>.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at <https://www.icaew.com/-/media/corporate/files/members/regulations-standards-and-guidance/ethics/code-of-ethics-part-d-insolvency-practitioners-1-jan-2011.ashx> IPA - <http://www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code>.

Complaints

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

If you consider that the IP has not dealt with your comments or complaint appropriately you should then put details of your concerns in writing to our complaints officer Jon O'Shea, Haslers, Old Station Road, Loughton, Essex IG10 4PL. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA, and you can make a submission using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner; or you can email insolvency.enquiryline@insolvency.gov.uk; or you may phone 0300 678 0015. Information on the call charges that apply is available at <https://www.gov.uk/call-charges>.

Professional Indemnity Insurance

Haslers' Professional Indemnity Insurance is provided by Axis Speciality SE, of Willis Limited, 51 Lime Street, London EC3M 7DQ. This professional indemnity insurance provides worldwide coverage.

VAT

Haslers is registered for VAT under registration no. 978 0506 90.

Bribery Act 2010

Haslers is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on Haslers' behalf is responsible for maintaining our reputation and for conducting company business honestly and professionally.

Haslers take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.

Haslers requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity.

Haslers prohibits anyone acting on its behalf from:

- bribing another person. A bribe includes the offering, promising or giving of any financial or other type of advantage;
- accepting a bribe. This includes requesting, agreeing to receive or accepting any financial, or another kind of advantage;
- bribing a foreign public official; and
- condoning the offering or acceptance of bribes.

Haslers will:

- avoid doing business with others who do not accept our values and who may harm our reputation;
- maintain processes, procedures and records that limit the risk of direct or indirect bribery;
- promote awareness of this policy amongst its staff, those acting on its behalf and entities with which it has any commercial dealings;
- investigate all instances of alleged bribery, and will assist the police, and other authorities when appropriate, in any resultant prosecutions. In addition, disciplinary action will be considered against individual members of staff;
- review this policy regularly and update it when necessary.
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