

Liquidator's Progress Report

S.192

Pursuant to Sections 92A and 104A and 192
of the Insolvency Act 1986

To the Registrar of Companies

Company Number

04026786

Name of Company

Colsan Instrument Services Limited

✓ We

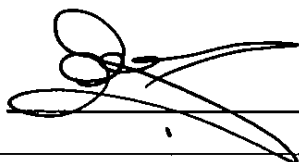
Vincent John Green, 4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE

Mark Newman, 4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE

the liquidator(s) of the company attach a copy of my/our Progress Report
under section 192 of the Insolvency Act 1986

The Progress Report covers the period from 17/04/2015 to 16/04/2016

Signed



Date

2/6/16

CCW Recovery Solutions
4 Mount Ephraim Road
Tunbridge Wells
Kent
TN1 1EE

Ref COL00001/VJG/MN/SE/JL

SATURDAY



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COMPANIES HOUSE

**Colsan Instrument Services Limited (in Liquidation)
("the Company")**

**Joint Liquidators' Annual Progress Report to Members and Creditors for
the year ending 16 April 2016**

Statutory Information

Company Name	Colsan Instrument Services Limited
Registered Number	04026786
Registered Office	4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE
Former Registered Office	Bower Farm, Brook Street, Woodchurch, Ashford, Kent TN26 3SY
Joint Liquidators	Vincent John Green and Mark Newman
Liquidators' Address	4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE
Date of Appointment	17 April 2014

Period of the Report

This report covers the period from 17 April 2015, being the first anniversary of the Joint Liquidators' appointment, to 16 April 2016

This report should be read in conjunction with the Joint Liquidators' previous reports to creditors which are available for review at www.thecreditorgateway.co.uk using the password **cs29ht63du**. This report is not intended to repeat all of the information provided in earlier reports. If any creditor wishes to receive a hard copy of any of the previous reports, please contact our office in writing to CCW Recovery Solutions, 4 Mount Ephraim Road, Tunbridge Wells, Kent TN1 1EE, by telephone on 01892 700200, or by e-mail to info@ccwrecoveryolutions.co.uk

Receipts and Payments Account

Our receipts and payments account for the period 17 April 2015 to 16 April 2016, which also shows the transactions for the whole period of the liquidation from 17 April 2014 to 16 April 2016 is attached at **Appendix I**

As previously advised, CCW Recovery Solutions ("CCWRS") was instructed by the Company's Board of Directors to place the Company into Creditors' Voluntary Liquidation on 18 March 2014. CCWRS subsequently instructed an independent firm of professional valuers, ES Group Limited (now part of Lambert Smith Hampton) ("the Agents"), regulated by the Royal Institute of Chartered Surveyors, on 19 May 2014. The Agents were instructed to prepare a valuation of the Company's tangible assets.

An offer was received from CAJ Contract Services Limited ("CAJ") for the business and assets of the Company in the sum of £15,000.00 on 15 April 2014. The Joint Liquidators are unaware whether CAJ was independently advised in respect of this offer. The sole director of CAJ at that time was Mr Jack Steer, the son of the directors. Mr Jack Steer is considered an associate of the Company's directors and shareholders, in accordance with section 249 of the IA86 and as defined by section 435 (6) of the IA86. Having received professional advice and the necessary recommendation from the Agents the Joint Liquidators accepted CAJ's offer (being in the absence of any other offers), further information in this regard is given below.

We would provide additional comments as follows, regarding the receipts and payments relating to the period which this report covers.

Receipts

Book Debts

According to the directors' Statement of Affairs, debtors with a book value of £103,132 00 were expected to realise £49,545 00. Following a review of the debtor ledger further debtors were identified increasing the book value to £120,776 68.

In the period of this report we have recovered book debts totalling £4,797 03, bringing total realisations from this source to £20,405 35.

To date, it has proven necessary to write off certain debtors totalling £21,056 59 for the reasons stated below:

- Sums have been deducted for the costs of correcting defective works undertaken by the Company,
- Counterclaims have been submitted for defective works and it has not been economical to pursue those debts further,
- The Company's accounting information was not updated upon payments received into the Company's bank account prior to our appointment.

In addition, we have been made aware of several disputes regarding the outstanding debtors and it is therefore not possible at this time to estimate whether further realisations will be achieved.

Notwithstanding the above, balances totalling £79,314 74 remain outstanding. I expect to meet with directors shortly to obtain their further comments on the counterclaims made. Accordingly, our efforts to collect these sums are continuing.

Third Party Receipts

Debtor receipts due to CAJ have been paid to the Company's pre-appointment bank account totalling £24,328 06. In the period of this report further third party receipts have been paid to CAJ in sum of £1,569 95.

Unallocated Receipts

In addition to funds totalling £784 98 received in the period prior to this report, debtor receipts totalling £11,890 00 have been paid to the Company's pre-appointment bank account in the period to which this report relates. The Joint Liquidators are currently awaiting information from CAJ to confirm whether these funds are due to the Company or CAJ.

Payments

Specific Bond

The sum of £120 00 plus VAT has been paid in respect of the bond we are required to hold by statute relating to funds under our control.

Statement of Affairs Fee

At the initial meeting of creditors held on 17 April 2014 the following resolution was passed:

"That the costs of CCW Recovery Solutions LLP in connection with convening the meetings of shareholders and creditors, and assisting the directors with the preparation of their report and statement of affairs, agreed by the directors in the sum of £5,000 plus VAT and disbursements, be approved and paid as an expense of the liquidation from the first available assets."

We confirm that this fee has been paid in full and is shown on the attached receipts and payments account

Joint Liquidators' Fees

At the initial meeting of creditors held on 17 April 2014, the following resolution was passed in relation to the Joint Liquidators' on-going fees

"That the Joint Liquidators' fees will be charged by reference to the time properly spent by the Joint Liquidators and their staff in dealing with the matters relating to the liquidation and they are permitted to charge category 2 disbursements. The Joint Liquidators' time will be charged at the hourly charge out rate of the grade of staff undertaking the work at the time the work is undertaken. Fees may be drawn on account from time to time."

Our time costs for the period to which this report relates, being 17 April 2015 to 16 April 2016 amount to £14,668 75, bringing total time costs for the period from the date of our appointment to 16 April 2016 to £43,611 55. In the period to which this report relates, we have drawn fees of £11,500 00 plus VAT, bringing total fees drawn to £35,000 00 plus VAT.

In the period from 17 April 2016 to the date of writing this report, our time costs amount to £206 00, bringing total time costs to date to £43,827 55. No further fees have been drawn in the period following 17 April 2016.

A schedule of our time costs incurred for the period to which this report relates, being 17 April 2015 to 16 April 2016 is attached as **Appendix II** and a schedule of our total time costs to 16 April 2016 as **Appendix III**.

Some of the hourly charge-out rates of CCW Recovery Solutions' staff have changed over the course of this matter, as set out below.

	From 17/04/2014 to 30/11/2014	From 01/12/2014 to 31/03/2015	From 01/04/2015 to date
Partner (office holder)	£300	£300	£300
Director	-	£250	£250
Senior Manager	£200	£200	£210
Manager	£175	£175	£180
Assistant Manager	£150	£150	£165
Insolvency Senior	£140	£140	£150
Insolvency Semi-Senior	£100	£100	£110
Insolvency Cashier	£100	£100	£110
Trainee/Support staff	£50	£50	£60

A sheet setting out charge-out rates and disbursements applicable at the date of this report is attached, together with details of how to obtain guides to insolvency practitioners' fees and best practice, as well as our complaints procedure.

Should you require hard copies of any of the electronic documents referred to, please contact this office.

A description of the work undertaken in the Liquidation is as follows.

- 1 Administration and Planning
 - Preparing documentation required
 - Dealing with all routine correspondence
 - Maintaining physical case files and electronic case details on IPS
 - Case bordereau

- 2 Statutory Matters
 - Preparing the documentation and dealing with the formalities of appointment
 - Statutory notifications and advertising
 - Preparing reports to members and creditors

- 3 Case Accounting
 - Maintaining and managing the liquidators' cashbook and bank account
 - Ensuring statutory lodgements and tax lodgement obligations are met

- 4 Property Related
 - Dealing with matters relating to the former trading premises

- 5 Strategy/Case Review
 - Case planning
 - Periodic case reviews

- 6 Tax & VAT
 - Dealing with HM Revenue & Customs ("HMRC") correspondence
 - Submission of Tax & VAT forms to HMRC for the Liquidation period

- 7 Investigations
 - Reviewing and storage of books and records
 - Liaising with the Company's former accountants
 - Preparing a return pursuant to the Company Directors Disqualification Act

- 8 Realisation of Assets
 - Liaising with the Agents regarding the valuation obtained and the subsequent disposal of assets
 - Making efforts to collect in the book debts due to the Company
 - Correspondence and collection of the work in progress and funds due under a licence agreement with CAJ
 - Liaising with debtors and reviewing submissions made by them regarding counterclaims
 - Discussions with the directors regarding the counterclaims made
 - Liaising with the Company's former bankers and recovering funds paid to them
 - Liaising with the CAJ in attempts to reconcile unallocated recoveries
 - Liaising with the Company's bank requesting that balances on the pre-appointment accounts to be forwarded
 - Reconciling funds recovered from the bank and liaising with CAJ

- 9 Creditors (incorporating employees, preferential and unsecured creditors)
 - Dealing with creditor correspondence and telephone conversations
 - Preparing reports to creditors
 - Maintaining creditor information on IPS
 - Reviewing the unsecured creditors' claims in readiness for a distribution
 - Dealing with a fixed charge distribution to the Bank as secured creditor

Joint Liquidators' Disbursements

Our total disbursements to the date of this report amount to £378 37 The following disbursements have been paid in full

Category 1 disbursements

Postage	£107 42
Upload of creditors reports to The Creditor Gateway	£14 00
Search fees- Land Registry	£3 00
Hire of external meeting room	<u>£149 10</u>
	<u>£273.52</u>

Category 2 disbursements

Mileage

£104.85

£104.85

Third Party Payments

As stated under the heading 'Third Party Receipts', a cheque for £22,758.11 has been sent to CAJ in respect of debtors due to CAJ, as paid to the Company's pre-appointment bank account

Agent's / Valuer's Fees & Disbursements

The sum of £2,582.50 plus VAT has been paid to the Agents for attending the Company's premises and valuing the assets of the Company. In addition, disbursements of £223.76 have been incurred and paid

Corporation Tax

The sum of £200.00 has been paid to HMRC in respect of a capital gain upon sale of the Company's goodwill

Statutory Advertising

The sum of £208.50 plus VAT has been paid in relation to statutory advertising of the meeting of creditors and the appointment of Joint Liquidators

Liabilities

Secured Creditors

The figure of £31,198.33 as stated on the directors' Statement of Affairs comprises the balance outstanding on the Company's overdraft facility as at 26 March 2014. It has since been confirmed that the overdrawn balance at 17 April 2014 was £12,697.27

The Company granted a debenture to National Westminster Bank Plc ("the Bank") on 16 November 2000, which was registered on 23 November 2000. This comprised fixed and floating charges over the undertaking and all property and assets both present and future including goodwill, book debts, uncalled share capital, buildings, fixtures and fixed plant & machinery

The liability to the Bank is supported by a Personal Guarantee from the directors

Preferential Creditors

The Company employed 13 members of staff and they were made redundant with effect from 18 March 2014. Preferential claims made are in respect of holiday accrued and not paid and accrued wages. According to the Statement of Affairs, preferential creditors were shown with a value of £3,565

The Joint Liquidators have received a preferential claim from the Redundancy Payments Service ("RPS") for accrued holiday of £1,791.31 and arrears of pay of £4,073.98

Crown Creditors

The directors' Statement of Affairs included sums due to HMRC of £29,207.00 for PAYE/NI, £16,837.00 for Corporation Tax, and £96,119.00 for VAT

HMRC's final claim has been received and comprises the sum of £39,498 34 for PAYE/NIC, £16,837 00 for Corporation Tax and £100,447 01 for VAT

Unsecured Creditors

The directors' Statement of Affairs listed 81 unsecured creditors with an estimated total liability of £156,872 62, including the claims of 13 employees and the RPS with an estimated total liability of £19,013

To date, we have received claims from 27 unsecured creditors totalling £173,815 95. This sum does not include a claim from RPS in respect of employees' unsecured liabilities but does include claims from 5 creditors not included on the Statement of Affairs with claims totalling £16,364 02

We have not received claims from 45 creditors with estimated claims, as shown in the Statement of Affairs, of £29,537 25

Prescribed Part

In accordance with section 176A(2) of the Insolvency Act 1986, a liquidator is required to make a prescribed part of the Company's net property available for the satisfaction of unsecured debts prior to any distribution being made to a floating charge holder. However, this does not apply where the floating charge was created prior to 15 September 2003. In this case, the floating charge was granted to NatWest by the Company on 16 November 2000 and the prescribed part provisions do not apply.

Dividend Prospects

Secured Creditors

As previously reported, NatWest holds a debenture, created on 16 November 2000.

The liability to NatWest is also supported by a Personal Guarantee from the directors.

The sum of £1,000 has been realised in respect of goodwill, being an asset falling under the Bank's fixed charge. Accordingly, in the period of this report, a distribution of £1,000 00 was paid to the Bank under its fixed charge.

Preferential Creditors

We are aware that the RPS has made payments to employees in respect of their claims for arrears of pay (limited to £800 per employee) and accrued holiday pay. The RPS made payments to employees in respect of these claims, and is therefore entitled to claim against the Company in their place.

The claims of preferential creditors are yet to be adjudicated. Based on current information, it would appear that a distribution will not be payable to preferential creditors. However, this is dependent upon the final recoveries from the debtor ledger.

Crown Creditors/Unsecured Creditors

Based on current information, it would appear that a distribution will not be payable to unsecured creditors. However, this is again dependent upon the final recoveries from the debtor ledger.

Investigation

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

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

Further Information

The following agents have been utilised in this matter

<u>Professional Advisor</u>	<u>Nature of Work</u>	<u>Fee Arrangement</u>
ES (Group) Limited	Agents/Valuers	Time costs/expenses incurred

The choice of professionals was based on our perception of their experience and ability to perform this type of work, the complexity and nature of the assignment and the basis of our fee arrangement with them. The fees charged have been reviewed and we are satisfied that they are reasonable in the circumstances of this case

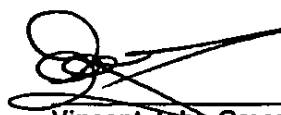
An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question) request further details of the Liquidators' remuneration and expenses, within 21 days of receipt of this report. Any secured creditor may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

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

Summary

The Liquidation is to remain open to collect in the outstanding book debts, for distributions to be paid to the preferential and unsecured creditors (if appropriate) and for tax and VAT matters to be finalised

Assuming these matters can be finalised within the next twelve months, a final progress report will be circulated prior to a final meeting being convened at which time the liquidation will come to an end




Vincent John Green
Joint Liquidator

Dated 2 June 2016

Vincent John Green and Mark Newman are licensed to act as Insolvency Practitioners in the UK by the Insolvency Practitioners Association

Colson Instrument Services Limited
(In Liquidation)
Joint Liquidators' Abstract of Receipts & Payments

Statement of Affairs		From 17/04/2015 To 16/04/2016	From 17/04/2014 To 16/04/2016
	SECURED ASSETS		
1,000 00	Goodwill	NIL	1,000 00
		NIL	1,000 00
	SECURED CREDITORS		
(31,198 00)	National Westminster Bank plc	(1,000 00)	(1,000 00)
		(1,000 00)	(1,000 00)
	HIRE PURCHASE		
Uncertain	Photocopier	NIL	NIL
(240 00)	Investec Asset Finance plc	NIL	NIL
		NIL	NIL
	ASSET REALISATIONS		
NIL	Leasehold Improvements	NIL	NIL
4,000 00	Plant & Machinery	NIL	4,000 00
2,000 00	Furniture & Equipment	NIL	2,000 00
8,000 00	Stock	NIL	8,000 00
	Work In Progress	NIL	1,200 00
49,545 00	Book Debts	4,797 03	20,405 35
	Third Party Receipts	1,569 95	24,328 06
1,000 00	Licence Agreement	NIL	1,000 00
Uncertain	Work In Progress	NIL	NIL
3,622 00	Cash at Bank - CCWRS	NIL	3,675 68
17,020 00	Cash at Bank - Nat West	NIL	9 88
	Unallocated Receipts	11,890 00	12,674 98
		18,256 98	77,293 95
	COST OF REALISATIONS		
	Specific Bond	NIL	(120 00)
	Preparation of S of A	NIL	(5,000 00)
	Joint Liquidators' Fees	(11,500 00)	(35,000 00)
	Joint Liquidators' Cat 1 Disbursements	(84 82)	(273 52)
	Joint Liquidators' Cat 2 Disbursements	NIL	(104 85)
	Third Party Payments	NIL	(22,758 11)
	Agents/Valuers Fees	(2,582 50)	(2,582 50)
	Agents/Valuers Disbursements	(223 76)	(223 76)
	Corporation Tax	(200 00)	(200 00)
	Statutory Advertising	NIL	(208 50)
		(14,591 08)	(66,471 24)
	PREFERENTIAL CREDITORS		
(3,565 00)	RPO Arrears & Holiday Pay	NIL	NIL
		NIL	NIL
	UNSECURED CREDITORS		
(43,788 00)	Trade & Expense Creditors	NIL	NIL
(19,013 00)	RPO - Notice and Redundancy Pay	NIL	NIL
Uncertain	Directors' Loan Account	NIL	NIL
(93,831 00)	Landlord	NIL	NIL
(16,837 00)	HM Revenue & Customs - Tax	NIL	NIL
(29,207 00)	HM Revenue & Customs - PAYE/NIC	NIL	NIL
(96,119 00)	HM Revenue & Customs - VAT	NIL	NIL
		NIL	NIL
	DISTRIBUTIONS		
(1,000 00)	Ordinary Shareholders	NIL	NIL
		NIL	NIL
(248,811 00)		2,665 90	10,822 71
	REPRESENTED BY		
	Vat Receivable		2,878 21
	Bank 1 Current - Svenska		7,944 50
			10,822 71


Vincent John Green
Joint Liquidator

Notes

- 1 To be read in conjunction with the Joint Liquidators' report dated 2 June 2016
2 All sums are exclusive of VAT

Time Cost Summary for the period 17 April 2015 to 16 April 2016

	Partner	Manager	Other Senior Professionals	Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (£)
Administration and Planning							
Case General Admin	0 00	0 40	6 85	0 75	8 00	882 50	110 31
Tax and VAT	0 00	0 00	5 20	0 00	5 20	572 00	110 00
Statutory Matters	0 00	2 50	0 55	0 00	3 05	585 50	191 97
Case Accounting	0 00	0 90	5 90	0 20	7 00	820 00	117 14
Strategy/Case Review	3 00	0 90	17 55	0 00	21 45	3,019 50	140 77
Investigations							
SIP2/CDDA	0 00	0 00	0 75	0 00	0 75	82 50	110 00
Realisation of Assets							
Book Debts	3 50	5 35	51 55	1 30	61 70	7,905 25	128 12
Other	0 00	0 70	1 55	0 00	2 25	317 50	141 11
Creditors							
Unsecured	0 00	0 00	4 00	0 00	4 00	440 00	110 00
Secured	0 00	0 00	0 40	0 00	0 40	44 00	110 00
Total Hours	6 50	10 75	94 30	2 25	113 80		128 90
Total Cost						14,668 75	

Joint Liquidators' fees drawn in accordance with time cost resolution
approved at the meeting of creditors on 17 April 2014

£11,500 00

Time Cost Summary for the period 17 April 2014 to 16 April 2016

	Partner	Manager	Other Senior Professionals	Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (£)
Administration and Planning							
Case General Admin	0 00	2 00	38 85	0 75	41 60	3,987 50	95 85
Tax and VAT	0 00	0 00	10 55	0 00	10 55	1,107 00	104 93
Statutory Matters	4 50	2 50	4 30	0 00	11 30	2,310 50	204 47
Case Accounting	0 00	2 85	18 88	0 20	21 93	2,499 80	113 99
Strategy/Case Review	24 50	3 20	22 45	0 00	50 15	10,407 00	207 52
Property Related	0 00	0 00	5 40	0 00	5 40	540 00	100 00
Investigations							
SIP2/CDDA	0 00	2 70	27 30	0 00	30 00	3,260 00	108 67
Antecedent Transactions	0 00	0 00	1 45	0 00	1 45	145 00	100 00
Realisation of Assets							
Book Debts	6 50	11 75	88 30	1 30	107 85	13,792 25	127 88
Other	0 00	0 90	17 55	0 00	18 45	1,952 50	105 83
Creditors							
Unsecured	0 00	0 20	15 00	0 00	15 20	1,581 00	104 01
Employees	0 00	0 00	19 20	0 00	19 20	1,920 00	100 00
ROT	0 00	0 00	0 65	0 00	0 65	65 00	100 00
Secured	0 00	0 00	0 40	0 00	0 40	44 00	110 00
Total Hours	35 50	26 10	270 28	2 25	334 13		130 52
Total Cost						43,611 55	

Joint Liquidators' fees drawn in accordance with time cost resolution
approved at the meeting of creditors on 17 April 2014

£35,000 00

CCW RECOVERY SOLUTIONS

CHARGE-OUT RATES AND DISBURSEMENTS

The table below sets out the charge-out rates utilised by CCW Recovery Solutions for charging staff time -

Partner	£300 per hour
Director	£250 per hour
Senior Manager	£210 per hour
Manager	£180 per hour
Assistant Manager	£165 per hour
Insolvency Senior	£150 per hour
Insolvency Semi-Senior	£110 per hour
Insolvency Cashier	£110 per hour
Trainee/support staff	£60 per hour

It should be noted that the above rates may increase from time to time over the period of the administration of each insolvency case, but this information will be included in periodic statutory reports to creditors. The above rates are effective from 1 April 2015. Time is charged in six minute units.

Category 1 disbursements will be charged at the actual cost at which they are incurred, for example statutory advertising and records storage.

Category 2 disbursements, that is those which are paid to CCW Recovery Solutions, will be on the following basis, once the appropriate approval has been obtained -

Photocopying	Re-charged at 10p per sheet
Internal room hire	Charged at £50 per meeting held at CCW offices
Company searches	£15 per corporate case
Mileage	Charged at 45 pence per mile

GUIDES TO FEES AND BEST PRACTICE

Further information relating to insolvency practitioners' fees and their required practice published by the Association of Business Recovery Professionals can be found on the Insolvency Practitioners Association website www.insolvency-practitioners.org.uk

Hover over Regulation and Guidance located to the right of the option ribbon on the home page and select "Creditors Guides to Fees". This information is also relevant to members of companies in both solvent liquidations and insolvency procedures.

The option of Regulation and Guidance will display the following information, and the relevant guide in this case is **Liquidators Fees (November 2011)** under **Guides for England & Wales**

The Guides form appendices to Statement of Insolvency Practice 9, which sets out required practice for insolvency practitioners. The full text of SIP9 can be found in the Regulation and Guidance area of the Insolvency Practitioners Association website by clicking onto the link to SIPs on the left hand side of the ribbon then select England and Wales and SIP9

Complaints

At CCWRS we always strive to provide a professional and efficient service. However, we recognise that disputes may arise from time to time. As such, should you have any comments or complaints regarding the administration of this case, then in the first instance you should contact us at the address with which you usually correspond.

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

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA, and you can make a submission using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner, or you can email insolvency.enquiryline@insolvency.gsi.gov.uk, or you may phone 0300 678 0015 - calls are charged at up to 12p per minute from a land line, or for mobiles, between 3p and 45p per minute if you're calling from the UK.

Professional Indemnity Insurance

In order to comply with the Provision of Services Regulations, details of the practice's professional indemnity insurance can be reviewed on our website 'www.croweclarkwhitehill.co.uk' under the heading 'disclosure' on the bottom left of the home page. This professional indemnity insurance provides worldwide coverage, excluding professional business carried out from an office in the United States of America or Canada, and any action for a claim brought in any court in the United States of America or Canada.

General

All partners acting as insolvency practitioners are licensed to do so in the UK by the Insolvency Practitioners Association. CCW Recovery Solutions is a trading style of Crowe Clark Whitehill LLP, a Limited Liability Partnership registered in England and Wales with registered number OC 307043, and whose VAT registration number is GB/974 8680 58. The registered office is at St Bride's House, 10 Salisbury Square, London EC4Y 8EH.

1 February 2016