

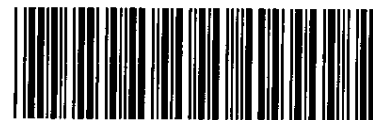
WU07

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



Companies House

FRIDAY



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04/10/2019

#127

COMPANIES HOUSE

1 Company details

Company number 0 6 6 9 2 9 6 2

Company name in full ALCO HOLDINGS LIMITED

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Dominic

Surname Dumville

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) James

Surname Dowers

① Other liquidator

Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number 53 Fetter Lane

Street

Post town London

County/Region

Postcode E C 4 A 1 A A


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	^d	^m	^m	^y	^y	^y	^y				
	3	1	0	7	2	0	1	8				
To date	^d	^d	^m	^m	^y	^y	^y	^y				
	3	0	0	7	2	0	1	9				
7	Progress report											
<input checked="" type="checkbox"/> The progress report is attached												
8	Sign and date											
Liquidator's signature	<div>Signature</div> <div>X  X</div>											
Signature date	^d	^d	^m	^m	^y	^y	^y	^y				
	0	8	0	8	2	0	1	9				

WU07

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



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 **Ann Quartermain**

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

ALCO HOLDINGS LIMITED
(In Liquidation)
Joint Liquidators' Summary of Receipts & Payments

Statement of Affairs £		From 31/07/2018 To 30/07/2019 £	From 31/07/2014 To 30/07/2019 £
	COST OF REALISATIONS		
	O.R. Debit Balance	NIL	1,235.00
	Bank Charges	<u>88.00</u>	<u>440.00</u>
		(88.00)	(1,675.00)
(314,710.00)	UNSECURED CREDITORS		
	Trade & Expense Creditors	<u>NIL</u>	<u>NIL</u>
		NIL	NIL
<u>(314,710.00)</u>		<u>(88.00)</u>	<u>(1,675.00)</u>
	REPRESENTED BY		
	ISA NIB		(1,675.00)
			<u>(1,675.00)</u>

Note:

Dominic Dumville
Joint Liquidator

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UNIVERSITY MICROFILMS REFERENCE DEPARTMENT MEMBERS

FOR THE YEAR ENDING 31 JULY 1972

EXECUTIVE SUMMARY

The Company entered Liquidation following a petition presented by Yesterday's Gone Limited ("YGL") (of which I am also Joint Liquidator, with Nick Nicholson of Haslers). A Winding up Order was granted on 2 June 2014 and Stratford Hamilton was subsequently appointed Joint Liquidator on 31 July 2014 with James Dowers, now of CVR Global. Pursuant to an Order made in the High Court of Justice dated 13 October 2017, Stratford Hamilton has been removed as Joint Trustee and replaced by myself, Dominic Dumville of Haslers.

Investigations have been undertaken into the Company's affairs and assets and balances due to the Company followed up on. It is uncertain whether there will be any recoveries in this case for the benefit of creditors and I provide further information later in this report.

STATUTORY INFORMATION

Company name:	Alco Holdings Limited
Registered office:	Haslers, Old Station Road, Loughton, Essex IG10 4PL
Former registered office:	Unitum House, 1 The Chase, John Tate Road, Hertford SG13 7NN
Registered number:	06692962
Joint Liquidators' names, address and appointment dates	Dominic Dumville of Haslers, Old Station Road, Loughton, Essex IG10 4PL Appointed: 13/10/2017 James Dowers of CVR Global, New Fetter Place West, 55 Fetter Lane, London EC4A 1AA Appointed: 31/07/2014
Previous Office Holder:	Stratford Hamilton, previously of Haslers Appointed: 31/07/2014 Resigned 13/10/17
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.

LIQUIDATORS' ACTIONS SINCE LAST REPORT

Since the last report, the investigations have been continued into the Company's affairs and assets and balances due to the Company followed up on.

Potential claims have been identified in this Company, however, at present it is unlikely that legal action would result in recoveries for the benefit of creditors. My investigation is currently ongoing.

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 31 July 2014 to 30 July 2019 is enclosed.

There is currently a debit balance held in the Estate account operated by The Insolvency Service.

ASSETS

LEASEHOLD/FREEHOLD PROPERTY

As previously reported, the review of the books and records indicated that the Company had previously owned two modest properties. My review into the circumstances of the acquisition and disposal of these properties indicates that on present information it is unlikely that legal action would result in a recovery for the benefit of creditors.

DEBTORS

A balance due to the Company from Entertainment POD Limited, a company with common directors, was identified. Representations have been received that the company has no funds with which to satisfy the debt. Realisations from this source are unlikely to result in a recovery for the benefit of creditors.

LIABILITIES

SECURED CREDITORS

An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company granted a Charge to The Mortgage Works (UK) PLC which was created on 24 February 2009. The mortgage deed was registered over a property which had been sold by the Company more than two years before the date of liquidation. I have not, however, been notified of any balance due from the Company to The Mortgage Works (UK) PLC, nor was a balance shown as being due in the Company's accounts.

The legislation requires that if the Company has created a floating charge after 15 September 2003, a prescribed part of the Company's net property (i.e. the money that would otherwise be available to the charge holder) should be ring-fenced for distribution to unsecured creditors.

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 no sum owed to HMRC and no claim has been received.

UNSECURED CREDITORS

The handover papers received from the Official Receiver included unsecured creditors with an estimated total liability of £314,700.00. I have received claims from creditors totalling £282,453.96.

DIVIDEND PROSPECTS

SECURED CREDITORS

I have not been notified of any claim by The Mortgage Works (UK) PLC and no claim is anticipated.

UNSECURED CREDITORS

As previously advised, the Company gave a floating charge to The Mortgage Works (UK) PLC on 24 February 2009 and the prescribed part provisions will apply. 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 £nil, and therefore I estimate that the prescribed part of the net property for unsecured creditors is £nil.

Since the Company's net property is £nil I will not be making a distribution of the prescribed part of the net property to unsecured creditors.

INVESTIGATION INTO THE AFFAIRS OF THE COMPANY

As previously reported, I have undertaken an investigation into the Company's affairs to establish whether there were any potential asset recoveries or conduct matters 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.

As above, potential claims have been identified in this Company, however, at present it is unlikely that legal action would result in recoveries for the benefit of creditors.

Matters requiring further investigation that may lead to potential recovery actions were identified, and the work previously outlined was undertaken to further those investigations with a view to making recoveries for the benefit of the creditors. I will continue to monitor whether any recovery is likely from the claims identified.

LIQUIDATORS' REMUNERATION

My remuneration was approved on a time cost basis. Haslers' total time costs to 30 July 2019 amount to £30,080.51, representing 123.95 hours of work at an average charge out rate of £242.68 per hour, of which £2,129.50, representing 8.60 hours of work, was charged in the period since 31 July 2018, at an average charge out rate of £247.62 per hour.

James Dowers' remuneration was also approved on a time cost basis. CVR Global LLP's (and formerly DDJ Insolvency) total time costs to 30 July 2019 amount to £8,095.04, representing 28.10 hours of work at an average charge out rate of £288.08 per hour, of which £620.00, representing 2.10 hours of work, was charged in the period since 31 July 2018, at an average charge out rate of £295.24 per hour.

The Liquidators have not been able to draw any remuneration in this matter.

Schedules of both Haslers' and CVR Global LLP's time costs incurred to date and in the period since 31 July 2018 are enclosed.

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/> 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. Explanatory notes showing both Haslers' and CVR Global LLP's fee policies are enclosed with this report.

LIQUIDATORS' EXPENSES

I have incurred expenses to 30 July 2019 of £53.00, none of which was incurred in the period since 31 July 2018. 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.

CVR Global have incurred expenses to 30 July 2019 to £12.50, none of which was incurred in the period since 31 July 2018.

The Liquidators have not been able to draw any expenses in this matter.

I have not used any agents or professional advisors in the reporting period.

The choice of professionals is 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 Joint 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 it is clear whether taking action in this matter would be worthwhile and if so the completion of that action. I estimate that this will take approximately 18 months and once resolved the Liquidation 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 Ann Quartermain by email at ann.quartermain@Haslers.com, or by phone on 020 8418 3432.



DOMINIC DUMVILLE
JOINT 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.

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.

ALCO HOLDINGS LIMITED
(In Liquidation)

Joint Liquidators' Summary of Receipts and Payments

RECEIPTS	Statement of Affairs (£)	From 31/07/2014 To 30/07/2018 (£)	From 31/07/2018 To 30/07/2019 (£)	Total (£)
		0.00	0.00	0.00
PAYMENTS				
O.R. Debit Balance		1,235.00	0.00	1,235.00
Bank Charges		352.00	88.00	440.00
Trade & Expense Creditors	(314,710.00)	0.00	0.00	0.00
		1,587.00	88.00	1,675.00
Net Receipts/(Payments)		(1,587.00)	(88.00)	(1,675.00)
MADE UP AS FOLLOWS				
ISA NIB		(1,587.00)	(88.00)	(1,675.00)
		(1,587.00)	(88.00)	(1,675.00)

Note:

Analysis of time costs from 31/07/14 to 30/07/19

Categories	Time recorded (Hours)						Total Time	Total Sum of Charge	Average Hourly Rate
	Partner	Manager	Senior Administrator	Administrator	Junior				
GENERAL CASE ADMINISTRATION									
Case Planning	2.20	9.20	8.90	3.70	5.50	29.50	7,107.50	240.93	
Administrative Set-up				0.10	0.50	0.60	57.00	95.00	
Appointment Notification		1.40			6.10	7.50	944.50	125.93	
Maintenance of Records	0.20	3.15	2.20	2.50	0.20	8.25	1,814.01	219.88	
Statutory Reporting	2.20	7.50	10.70	7.30	0.50	28.20	6,725.00	238.48	
INS Cashiering			0.10	2.45		2.55	265.50	104.12	
Total	4.60	21.25	21.90	16.05	12.80	76.60	16,913.51	220.80	
REALISATION OF ASSETS									
Debt Collection		0.40	0.40			0.80	228.00	285.00	
Property, Business and Asset Sales		1.50	4.60	0.60		6.70	1,701.00	253.88	
Total		1.90	5.00	0.60		7.50	1,929.00	257.20	
INVESTIGATIONS									
SIP 2 Review			8.30			8.30	2,075.00	250.00	
Investigating Antecedent Transactions	0.40	16.95	13.20			30.55	8,859.00	289.98	
Total	0.40	16.95	21.50			38.85	10,934.00	281.44	
CREDITORS									
Communications With Creditors		0.50	0.10			0.60	185.00	308.33	
Total		0.50	0.10			0.60	185.00	308.33	
CASE SPECIFIC MATTERS									
Case Specific Matters	0.20			0.20		0.40	119.00	297.50	
Total	0.20			0.20		0.40	119.00	297.50	
	5.20	40.60	48.50	16.85	12.80	123.95	30,080.51	242.68	

Alco Holdings Limited

HASLERS

Analysis of time costs from 31/07/18 to 30/07/19

Categories	Time recorded (Hours)					Total Time	Total Sum of Charge	Average Hourly Rate
	Partner	Manager	Senior Administrator	Administrator	Junior			
GENERAL CASE ADMINISTRATION								
Case Planning	0.20	0.60		0.60		1.40	366.00	261.43
Maintenance of Records		0.60		0.20		0.80	216.00	270.00
Statutory Reporting	0.40	3.20		2.60		6.20	1,523.50	245.73
Total	0.60	4.40		3.40		8.40	2,105.50	250.65
CASE SPECIFIC MATTERS								
Case Specific Matters				0.20		0.20	24.00	120.00
Total				0.20		0.20	24.00	120.00
	0.60	4.40		3.60		8.60	2,129.50	247.62

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 2019 £	Previous charge-out rate per hour, effective from 1 January 2018 £
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 and Dominic Dumville are licensed to act as Insolvency Practitioners in the United Kingdom by the Institute of Chartered Accountants in England and Wales.

Nicholas Nicholson is a Member of the Insolvency Practitioners Association. Dominic Dumville is a Member of the Association of Chartered Certified Accountants.

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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ALCO HOLDINGS LIMITED - CWU - ALCO65187

Time and Chargeout Summary for the period 31/07/2014 to 30/07/2019							
Classification of work function	Hours					Time Cost £	Average hourly rate £
	Partner / Director	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours		
Administration & Planning	1.90	1.00	2.00	5.90	13.60	3,363.00	247.28
Investigations	5.90	5.20	0.00	0.10	11.20	3,734.50	333.44
Creditors	0.70	0.50	0.50	0.00	1.70	511.00	300.59
Case Specific Matters	0.50	0.60	0.00	0.50	1.60	486.50	304.06
Total Hours	9.00	7.30	2.50	6.50	28.10	8,095.00	288.08
Total fees Claimed	2,592.72	2,102.98	720.20	1,872.52	8,095.04		

Category 2 Disbursements		
Other amounts paid or payable to the office holder's firm or to any party in which the office holder or his firm or any associate has an interest		
Type and Purpose		£
WIP TakeOn - Disbursement		12.50
WIP TakeOn - Time		5,423.00
		5,435.50

ALCO HOLDINGS LIMITED - CWU - ALCO65187

Time and Chargeout Summary for the period 31/07/2018 to 30/07/2019							
Classification of work function	Hours					Time Cost £	Average hourly rate £
	Partner / Director	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours		
Administration & Planning	0.20	0.10	0.80	0.20	1.30	351.50	270.38
Investigations	0.30	0.00	0.00	0.00	0.30	148.50	495.00
Creditors	0.00	0.00	0.50	0.00	0.50	120.00	240.00
Total Hours	0.50	0.10	1.30	0.20	2.10	620.00	295.24
Total fees Claimed	247.50	30.00	312.00	30.50	620.00		

Category 2 Disbursements	
Other amounts paid or payable to the office holder's firm or to any party in which the office holder or his firm or any associate has an interest	
Type and Purpose	£

Time Entry - Detailed SIP9 Time & Cost Summary

ALCO65187 - ALCO Holdings Limited
To: 27/07/2017

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Total Hours	Time Cost (£)	Average Hourly Rate (£)
202 : Set up Administration	0.10	1.60	0.00	0.00	1.70	458.50	269.71
206 : General case administration, billing, filing	1.20	1.70	0.00	0.00	2.90	916.50	316.03
Admin & Planning	1.30	3.30	0.00	0.00	4.60	1,375.00	298.91
619 : Correspondence, preparation or reports, meetings	0.50	0.50	0.00	0.00	1.00	313.00	313.00
Creditors	0.50	0.50	0.00	0.00	1.00	313.00	313.00
307 : Information capture, correspondence, meetings	1.30	1.00	0.00	0.00	2.30	801.50	348.48
308 : Retrieval, review and analysis of records	0.90	0.00	0.00	0.00	0.90	325.50	361.67
309 : Strategic planning and organisation	3.20	4.20	0.00	0.00	7.40	2,346.00	317.03
310 : Dealing with solicitors and litigation	0.10	0.00	0.00	0.00	0.10	39.50	395.00
Investigations	5.50	5.20	0.00	0.00	10.70	3,512.50	328.27
414 : Debtors	0.00	0.20	0.00	0.00	0.20	53.00	265.00
Realisation of Assets	0.00	0.20	0.00	0.00	0.20	53.00	265.00
518 : Cashiering	0.20	0.10	0.00	0.30	0.60	169.50	282.50
Trading	0.20	0.10	0.00	0.30	0.60	169.50	282.50
Total Hours	7.50	9.30	0.00	0.30	17.10	5,423.00	317.13
Total Fees Claimed						0.00	