

AM10

Notice of administrator's progress report



Companies House

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

1 Company details

Company number 0 7 1 7 6 4 0 1

Company name in full Better Energy Supply Ltd

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Administrator's name

Full forename(s) Richard

Surname Pinder

3 Administrator's address

Building name/number Leonard Curtis

Street 22 Gander Lane

Barlborough

Post town Chesterfield

County/Region

Postcode S 4 3 4 P Z

Country

4 Administrator's name ①

Full forename(s) Sean

Surname Williams

① Other administrator

Use this section to tell us about
another administrator.

5 Administrator's address ②

Building name/number Leonard Curtis

Street 6th Floor

36 Park Row

Post town Leeds

County/Region

Postcode L S 1 5 J L

Country

② Other administrator

Use this section to tell us about
another administrator.

AM10

Notice of administrator's progress report

6 Period of progress report

From date	^d 1	^d 3	^m 0	^m 3	^y 2	^y 0	^y 2	^y 0
To date	^d 1	^d 2	^m 0	^m 9	^y 2	^y 0	^y 2	^y 0

7 Progress report

☒ I attach a copy of the progress report

8 Sign and date

Administrator's
signature

Signature

X 

X

Signature date	^d 0	^d 6	^m 1	^m 0	^y 2	^y 0	^y 2	^y 0
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**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	James Smith
Company name	Leonard Curtis
Address	22 Gander Lane
	Barlborough
	Chesterfield
Post town	
County/Region	
Postcode	S 4 3 4 P Z
Country	
DX	
Telephone	01246 385 775

**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



LEONARD CURTIS
BUSINESS RESCUE & RECOVERY

BETTER ENERGY SUPPLY LTD
(IN ADMINISTRATION)

Registered Number: 07176401
Court Ref: CR-2020-LDS-000293

High Court of Justice Business and Property Courts in Leeds - Company & Insolvency List (CHD)

**Joint Administrators' First progress report in accordance
with Rule 18.3 of the Insolvency (England and Wales) Rules 2016**

Report period
13 March 2020 to 12 September 2020

6 October 2020

Richard Pinder and Sean Williams - Joint Administrators
Leonard Curtis
22 Gander Lane, Barlborough, Chesterfield S43 4PZ
Tel: 01246 385 775 Fax: 01246 385 776
General email: recovery@leonardcurtis.co.uk
Ref: A/45/JSM/BB69L/1010

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**STRICTLY PRIVATE AND CONFIDENTIAL
NOT FOR PUBLICATION**

**TO: THE REGISTRAR OF COMPANIES
ALL CREDITORS
ALL MEMBERS**

1 INTRODUCTION

- 1.1 This report has been produced in accordance with Rule 18.3 of the Insolvency (England and Wales) Rules 2016 (“the Rules”) to provide creditors with an update on the progress of the Administration of Better Energy Supply Ltd (“the Company”) for the period from 13 March 2020 to 12 September 2020. This is the Joint Administrators’ first progress report to creditors.

2 STATUTORY INFORMATION

- 2.1 Richard Pinder and Sean Williams were appointed as Joint Administrators of the Company in the jurisdiction of High Court of Justice Business and Property Courts in Leeds - Company & Insolvency List (CHD), number CR-2020-LDS-000293 on 13 March 2020. The Administration appointment was made by the Director. The Joint Administrators can confirm that there has been no change in office-holder since the date of Administration.
- 2.2 The Administration is being handled by the Barlborough office of Leonard Curtis, which is situated at 22 Gander Lane, Barlborough, Chesterfield S43 4PZ.
- 2.3 The principal trading address of the Company was 10 Castle Quay, Castle Boulevard, Nottingham, NG7 1FW. The business traded under its registered name.
- 2.4 The registered office address of the Company at the date of the appointment of the Joint Administrators was 10 Castle Quay, Castle Boulevard, Nottingham, NG7 1FW. Following the appointment, this was changed to 22 Gander Lane, Barlborough, Chesterfield, S43 4PZ. The registered number of the Company is 07176401.
- 2.5 For the purposes of paragraph 100(2) of Schedule B1 to the Insolvency Act 1986 (as amended), it should be noted that during the period in which the Administration Order is in force, any act or function required or authorised under any enactment to be done by the Joint Administrators may be exercised by all or any of the persons holding that office.
- 2.6 The Company’s main centre of operations is based in the UK. The EC Regulation on Insolvency Proceedings applies and the proceedings are main proceedings under the Regulation.

3 JOINT ADMINISTRATORS’ PROPOSALS

- 3.1 Attached at Appendix A is a summary of the Joint Administrators’ approved proposals for achieving one of the three statutory purposes of Administration.
- 3.2 The Proposals were approved by the general body of creditors on 21 May 2020.
- 3.3 There have been no major amendments to, or deviations from, the proposals during the course of the Administration to date.
- 3.4 The objective of the Administration is to achieve a better result for the Company’s creditors as a whole than would be likely if the Company were to be wound up (without first being in Administration).

3.5 In the opinion of the Joint Administrators, this objective is likely to be achieved as there is a reasonable prospect of a dividend being available to unsecured creditors which we anticipate would have been at a lower level if the Company had been wound up without first being in administration.

3.6 In the event that the aforementioned objective cannot be achieved, it is considered that the objective with regards to the realisation of property in order to make a distribution to one or more secured or preferential creditors will be achieved as we anticipate that there will be sufficient funds to enable a dividend to be made to the preferential creditor.

4 PROGRESS OF THE ADMINISTRATION

4.1 Attached at Appendix B is the Joint Administrators' receipts and payments account for the period from 13 March 2020 to 12 September 2020.

Cash at Bank

4.2 As discussed in the Joint Administrators' Report and Statement of Proposals, the Company operated banking facilities with Lloyds Bank Plc ("Lloyds") and the Royal Bank of Scotland ("RBS"). These accounts were frozen upon appointment and the funds were transferred to the Administration bank account.

4.3 Initially the sum of £136,044.15 was transferred to the Administration bank account from RBS with a further sum of £39,450.50 received from the Company's Lloyds account thereafter. It is not anticipated that any further realisations will be made under this category of asset as any further sums that are received into the accounts will relate to the outstanding debtors discussed below.

4.4 Total realisations in regard to Cash at Bank is £175,494.65

Debtors and Prepayments

4.5 On the date of appointment, the Company's records reported outstanding sums due relating to debtors and prepayments totalling £39,438.00.

4.6 Upon appointment of Joint Administrators, the Director advised that the aforementioned balance related in part to the consideration due from the Purchaser, PFP Energy Limited ("PFP"), for the sum of £30,000 plus VAT in accordance with the Sale and Purchase Agreement dated 9 December 2019.

4.7 After appointment the Joint Administrators approached the Director for information relating to the sale and it was explained that there were several contra invoices that reduced the amount owed. The Director provided our offices with a reconciliation against the accounts showing that the remaining balance due to the Company is approximately £2,448.06. We have since contacted PFP to confirm whether this sum remains outstanding or if there are further contra invoices relating to the transaction, however they have failed to provide us with the required information. The Joint Administrator's continue to pursue this information in order to finalise any realisations due to the estate.

4.8 The Director advised that there were a number of prepayments due to the Company from National Grid due to their billing practices on estimated charges for the period November 2019 to March 2020. National Grid have reverted to us providing a proof of debt form within the estate explaining that the prepayments made did not cover the energy used during these periods, as well as their charges, which are continuing to be received under their billing system for the pre-appointment period. There are therefore no returns to be received in relation to this asset.

4.9 The Director also provided a reconciliation of a further debtor, Smart DCC ("DCC"), regarding service user deposits. The total funds owed under the reconciliation was £2,848.51. After discussions with DCC the funds were transferred to the estate and the full amount of £2,848.51 has been received.

Sundry refunds

- 4.10 The sum of £3.94 has been received from the Company's Lloyds Bank account as a refund of previously incurred management charges. It is not anticipated that there will be any further realisation in relation to this category asset.

Chattel Assets

- 4.11 As discussed in the Administrators' Report and Statement of Proposals, the Company owned a nominal amount of Chattel Assets, which was mostly made up of office equipment.
- 4.12 Our instructed agents, Cerberus Asset Management ("CAM") provided a breakdown of the potential value of these assets based on an in-situ basis, at approximately £3,700.00, and a forced-sale basis, at approximately £1,080.00.
- 4.13 As discussed in our previous report, one of the Director's, Martin Thomas, offered the sum of £2,000.00 plus VAT to purchase the assets. This offer was recommended to be accepted by CAM and the funds were received into the estate on 24 April 2020.

Antecedent Transactions - Preference Payments

- 4.14 Our initial investigations into the Company's financial information and activity prior to the Administration showed that a number of transactions were conducted between the Company and two creditors, both providers of credit facilities, being Iwoca Ltd ("Iwoca") and Funding Circle Limited ("FCL"). The total funds paid by the Company to the lenders was £230,831.41, with an amount of £132,300.60 having been attributed to Iwoca, and the balance of £98,530.81 having been paid to FCL.
- 4.15 Further investigations showed that the Directors had provided personal guarantees in regards to these facilities, and as the transactions were made within the relevant time under Section 241 of the Insolvency Act 1986 ("IA86") they were classified as a preference payment under Section 239 IA86.
- 4.16 The Joint Administrators instructed Clarion Legal ("Clarion") to assist in pursuing the Directors for the repayment of these funds into the estate. The Directors disputed that these transactions constituted a preference as per Section 239. Clarion advised that the Joint Administrators could bring an action through the Courts to recover the outstanding sums, but a settlement offer would be preferable as it would remove the risk of Court proceedings. The Directors agreed to negotiate the sum repayable on the basis that they believed that their actions were for the good of the estate by reducing the overall creditors of the Company and avoiding further charges being incurred by Iwoca and FCL.
- 4.17 During discussions with the Directors it was calculated that the value to put the creditors back into the position they would have been if the transaction had never taken place would be approximately £158,138.00, taking into account the full amounts owed to Iwoca and FCL including future charges. This sum was posed to the Directors by Clarion in full and final settlement of this matter.
- 4.18 Subsequent to the period to which this report relates, the Directors have returned to Clarion with a counter offer of £100,000.00 on the basis that the funds be received into the estate by 13 November 2020. This offer has been accepted on the basis that it will avoid incurring additional significant costs by both the Joint Administrators and their legal representative by pursuing the full outstanding amount which may result in a reduced return to the overall body of creditors. Further updates on the receipt of these funds will be addressed in the next report to creditors.

Solar Panel System

- 4.19 One of the Directors has recently advised that there is a solar panel system installed at the Company's former trading premises that also holds a feed in tariff. We are currently in the process of investigating the nature of this feed in tariff and its potential future value so that this asset may be assessed by a qualified agent to ascertain its market value.
- 4.20 Further information regarding any prospective realisation will be made available in the next report to creditors

5 ASSETS STILL TO BE REALISED

- 5.1 The assets still to be realised in this matter are detailed in section 4 above.

6 INVESTIGATIONS

- 6.1 Following their appointment, the Joint Administrators considered the information acquired in the course of appraising and realising the business and assets of the Company, together with information provided by the Company's directors and its creditors, to identify any further possible realisations for the estate and what further investigations, if any, might be appropriate.
- 6.2 As discussed in paragraphs 4.14 to 4.18 our investigations have yielded a return to the estate under Section 239 IA86. If any creditor is aware of any particular matters which they consider require investigation, they should please send full details to this office at the address given at the front of this report.
- 6.3 Regardless of the above, the Joint Administrators have complied with their statutory obligations under the Company Directors Disqualification Act 1986 and the appropriate report has been submitted to the relevant authority.

7 JOINT ADMINISTRATORS' REMUNERATION AND DISBURSEMENTS**Pre-Administration Costs**

- 7.1 On 21 May 2020, the general body of creditors consented to the following pre-Administration costs and expenses being paid as an expense of the Administration:

Charged by	Services provided	Total amount charged £	Total amount paid £	Total amount unpaid £
Leonard Curtis	Providing insolvency advice to the Directors and the Company on the available options, attending meetings with the Company's legal advisors and Ofgem and reviewing appointment documentation.	16,224.00	16,224.00	Nil
Clarion	Liaising with the Directors and regulatory authorities to assess the most appropriate Administration process for the Company and other action necessary to comply with the Company's other special regulatory obligations. Drafting and filing the Administration appointment documents and circulating to the necessary parties.	6,975.00	6,975.00	Nil
TOTAL		23,199.00	23,199.00	Nil

These costs have now been paid and are detailed in the receipts and payments account attached at Appendix B.

Joint Administrators' Remuneration

- 7.2 On 21 May 2020, the general body of creditors agreed that the basis of the Joint Administrators' remuneration be fixed by reference to time properly spent by them and their staff in attending to matters arising from the Administration for an amount not exceeding £80,154.00, as set out in a Fees Estimate.
- 7.3 The time charged by the Joint Administrators for the period of this report amounts to £92,114.50. This represents 243.9 hours at an average rate of £377.67 per hour. A summary of time costs incurred in the period is set out at Appendix C, together with a detailed description of work undertaken in the period, attributable to each category of time costs, and an explanation of why it was necessary for that work to be performed.
- 7.4 Attached, at Appendix D, is a summary of time costs incurred to date compared with time costs as set out in the Joint Administrators' original fees estimate.
- 7.5 You will note that time costs incurred to date do exceed the time as set out in the Fees Estimate. As demonstrated at Appendix D, costs attributable to each category of time generally fall within those anticipated. The areas where significant variance has occurred relate to Statutory and Review, Assets and Post Appointment Creditors Decisions.
- 7.6 Total costs have exceeded the fee estimate by £4,808.50 in the period to date in relation to Statutory and Review. This is a result of the additional reviews having been conducted by senior members of staff due to the findings of our investigations, as discussed previously within this report. At the time of preparing the fees estimate it was not anticipated that such complexities would transpire in this case.
- 7.7 Total costs have exceeded the fees estimate by £16,598.00 in relation to Assets. This has resulted from the additional work incurred by staff in negotiating the return of the monies that have been constituted to have been preference payments from the Directors as discussed in paragraphs 4.14 to 4.18. This time that has been incurred with regards the antecedent transactions was not initially included within our fees estimate as this asset was only identified in light of the Joint Administrators having conducted investigations into the Company's financial transactions. Due to the sizeable sum that has been identified as being owed to the Company as a result of the transactions that have been deemed to be preferential in nature, additional work has been required to be undertaken in ascertaining a realisation due to the Company following discussions with the Directors in determining a settlement figure.
- 7.8 Total costs have exceeded the fees estimate by £3,470.00 in relation to Post Appointment Creditor Decisions. This has resulted from additional time having been spent in drafting, reviewing and finalising the Joint Administrators' Report and Statement of Proposals than estimated, and reporting the subsequent decision to creditors.
- 7.9 The Administration is not yet complete and it is therefore anticipated that further time costs will be incurred in dealing with this matter. As the Joint Administrators have exceeded the Fees Estimate, it may be necessary for the Joint Administrators to revert to the creditors for further approval. The information provided above is therefore for information purposes only.
- 7.10 Further guidance may be found in "A Creditors' Guide to Administrators' Fees" (Version 4 – April 2017) which may be downloaded from:

<https://www.r3.org.uk/technical-library/england-wales/technical-guidance/fees/>
- 7.11 If you would prefer this to be sent to you in hard copy please contact James Smith of this office on 01246 385 775.

7.12 The remuneration drawn by the Joint Administrators to date totals £80,154.00 plus VAT.

8 JOINT ADMINISTRATORS' EXPENSES

8.1 Creditors will recall that the Joint Administrators have previously circulated a 'Statement of Likely Expenses' in this matter.

Expenses are separated into the following categories:

- (i) Standard Expenses: this category includes expenses payable by virtue of the nature of the Administration process and / or payable in order to comply with legal or regulatory requirements.
- (ii) Case Specific Expenses: this category includes expenses likely to be payable by the Joint Administrators in carrying out their duties in dealing with issues arising in a particular case. Also included within this category are costs that are directly referable to the Administration but are not paid to an independent third party (and which may include an element of allocated costs).

These are known as "Category 2 disbursements" and are subject to the approval of the creditors. On 21 May 2020, the general body of creditors also approved that category 2 disbursements could be drawn by the Joint Administrators, as detailed at Appendix F.

- 8.2 A copy of the Joint Administrators' statement of likely expenses, together with comparative details of expenses incurred during the current reporting period and confirmation as to whether those amounts are paid or unpaid is set out at Appendix E.
- 8.3 You will note that, in general, the nature and value of expenses incurred to date fall within those anticipated within the original statement of expenses.
- 8.4 In accordance with the investigations that have been conducted yielding a potential return to the estate through the identification of what were considered to be preferential payments, as detailed in paragraphs 4.14 to 4.18 the Joint Administrators instructed Clarion to assist in pursuing and negotiating a potential settlement in this matter. As this matter is ongoing, the associated legal costs incurred by Clarion have not been finalised at this time.
- 8.5 Attached at Appendix F is additional information in relation to the firm's policy on staffing, the use of sub-contractors, disbursements and details of our current charge-out rates by staff grade. Please be aware that the firm's charge out rates have been amended with effect from 1 August 2019.
- 8.6 Under Rule 18.9 of the Rules, within 21 days of receipt of this report, a secured creditor, or an unsecured creditor with either the concurrence of at least 5% in value of the unsecured creditors (including the creditor in question), or with the permission of the court, may make a written request to the Joint Administrators for further information about remuneration or expenses set out in this report.
- 8.7 Under Rule 18.34 of the Rules, any secured creditor, or any unsecured creditor with either the concurrence of at least 10% in value of the unsecured creditors (including that creditor) or the permission of the court, may apply to the court, on the grounds that the basis fixed for the Joint Administrators' remuneration is inappropriate, or the remuneration or expenses charged by the Joint Administrators are, in all the circumstances, excessive.
- 8.8 The application must be made no later than eight weeks after receipt of the progress report that first reports the fee basis, the charging of the remuneration or the incurring of the expenses in question.
- 8.9 Unless the court orders otherwise, the costs of the application shall be paid by the applicant and are not payable as an expense of the Administration.

9 ESTIMATED OUTCOME FOR CREDITORS

- 9.1 In order to assist the various classes of creditors in assessing the quantum of any dividend which may or may not be payable to them, we have produced an Estimated Outcome Statement. This is attached at Appendix G.

Secured Creditors

- 9.2 There are no secured creditors in this instance.

Preferential Claims

- 9.3 The only categories of claims which have preferential status are those of employees in respect of wages and accrued holiday pay and certain pension contributions.
- 9.4 It is understood that all employees other than the director, Martin Thomas, left the Company prior to the Administration. Following the Joint Administrators' appointment, Mr Thomas was made redundant effective from the date of the Administration.
- 9.5 For the purposes of this report, preferential claims are calculated to be approximately £1,365.14, relating to Mr Thomas in respect of arrears of pay and outstanding holidays at the date of the Administration. An RP14 and RP14A form will be issued to the Redundancy Payments Service ("RPS") in due course once the information required for inclusion therein has been verified and finalised and we will await receipt of their subrogated claim thereafter.
- 9.6 It is anticipated that there will be sufficient funds available to allow a dividend to be paid to preferential creditors.

Prescribed Part

- 9.7 As the Company has no unsatisfied post-Enterprise Act charges, there will be no requirement to set aside a prescribed part in this case.

Unsecured Non-Preferential Claims

- 9.8 Based upon information currently available, it is anticipated that there will be sufficient funds available to allow a dividend to be paid to unsecured creditors. This may be paid in the Administration with the consent of the Court, or by a subsequently appointed Liquidator, should liquidation be the appropriate exit route from the administration process.
- 9.9 From April 2017, the Joint Administrators have had the discretion to admit claims from creditors with claims under £1,000 without receiving a proof of debt. The Joint Administrators confirm that, to date, no claims have been admitted under the small claims provisions.
- 9.10 If you have not already done so, please submit details of your claim to my office. A proof of debt form is attached at Appendix H for your ease of use.

10 MATTERS STILL TO BE DEALT WITH

- 10.1 Matters still to be dealt with before conclusion of the Administration include the following:
- The realisation of the remaining assets, as detailed in sections 4 and 5;
 - The formal agreement of creditor claims;
 - A distribution to the preferential creditors
 - A distribution to the unsecured creditors on the basis that consent from the Court is received; and
 - The unpaid remuneration and expenses will need to be defrayed.

11 EXTENSIONS TO THE ADMINISTRATION

- 11.1 The appointment of administrators ordinarily ceases to have effect at the end of the period of one year from the date of their appointment.
- 11.2 In certain circumstances it may be necessary to extend the administrators' term of office. In the context of this case, this may be done for a specified period not exceeding twelve months as follows:
- by a decision of the unsecured creditors in a decision procedure.
- 11.3 We do not believe that an extension to the Administration will be necessary in this case.
- 11.4 The Joint Administrators will be discharged from liability immediately upon their appointment as Administrators ceasing to have effect.

12 NEXT REPORT

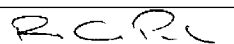
- 12.1 The Joint Administrators are required to provide a progress report which must be delivered within one month of the end of the next six months of the Administration or earlier if the Administration has been finalised.

13 DATA PROTECTION

- 13.1 Finally, when submitting details of your claim in the administration, you may disclose personal data to the Joint Administrators. The processing of personal data is regulated in the UK by the General Data Protection Regulation EU 2016/679 as supplemented by the Data Protection Act 2018, together with other laws which relate to privacy and electronic communications. The Joint Administrators act as Data Controllers in respect of personal data they obtain in relation to this administration and are therefore responsible for complying with Data Protection Law in respect of any personal data they process. The Joint Administrators' privacy notice, which is attached to this report at Appendix I, explains how they process your personal data. Terms used in this clause bear the same meanings as are ascribed to them in Data Protection Law.

If you wish to discuss the issues raised in this report or require any additional information, please contact this office.

Yours faithfully
for and on behalf of
BETTER ENERGY SUPPLY LTD



**RICHARD PINDER
JOINT ADMINISTRATOR**

Richard Pinder and Sean Williams are authorised to act as insolvency practitioners in the UK by the Institute of Chartered Accountants in England and Wales under office holder numbers 19470 and 11270, respectively

The affairs, business and property of the Company are being managed by the Joint Administrators, who act as agents of the Company without personal liability.

SUMMARY OF JOINT ADMINISTRATORS' APPROVED PROPOSALS

1. The Joint Administrators continue to manage the business, affairs and property of the Company in such a manner as they consider expedient with a view to achieving the statutory purposes of the Administration.
2. If appropriate, the Joint Administrators take any action they consider necessary with a view to the approval of a Company Voluntary Arrangement ("CVA") or Scheme of Arrangement in relation to the Company.
3. If appropriate, the Joint Administrators file a notice with the Registrar of Companies in order that the Administration will cease and the Company will move automatically into Creditors' Voluntary Liquidation ("CVL"). It is further proposed that the Joint Administrators in office at the date of conversion to CVL will become the Joint Liquidators of the Company, and that where Joint Liquidators are proposed any act required or authorised to be done by the Joint Liquidators may be exercised by both or either of them. NB. Creditors may nominate a different person as the proposed Liquidator, provided that the nomination is made after receipt of these proposals and before the proposals are approved.
4. Alternatively, if appropriate, the Joint Administrators apply to Court under Para 65(3) of Schedule B1 to the Insolvency Act 1986 (as amended) for permission to make a distribution to the unsecured creditors within the Administration.
5. In the event that there are no monies remaining to be distributed to creditors and as soon as all matters relating to the Administration have been completed, the Joint Administrators file a Notice with the Registrar of Companies that the Company should be dissolved.
6. The Joint Administrators investigate and, if appropriate, pursue any claims that they or the Company may have against any directors or former directors, other third parties, officers or former officers, advisers or former advisers of the Company.
7. The Company may be placed into compulsory liquidation in circumstances where assets are still to be realised or investigations concluded yet there will be no return to unsecured creditors. In these circumstances it is further proposed that the Joint Administrators in office at the date of conversion to compulsory liquidation be appointed (Joint) Liquidator(s) of the Company and that where Joint Liquidators are proposed any act required or authorised to be done by the Joint Liquidators may be exercised by both or either of them.
8. The Joint Administrators shall do all such other things and generally exercise all of his powers as contained in Schedule 1 of the Insolvency Act 1986, as he considers desirable or expedient to achieve the statutory purpose of the Administration.

**SUMMARY OF JOINT ADMINISTRATORS' RECEIPTS AND PAYMENTS ACCOUNT FOR THE PERIOD FROM
13 MARCH 2020 TO 12 SEPTEMBER 2020**

	Estimated To Realise	The Period
	£	£
Receipts		
Antecedent Transactions	100,000.00	-
Debtors/Prepayments	36,000.00	2,848.51
Balance at Bank	136,044.00	175,494.65
Sundry Refunds	-	3.94
Tangible Assets	2,000.00	2,000.00
	274,044.00	180,347.10
Payments		
Pre-Appointment Administrators' Fee		(16,224.00)
Pre-Appointment Legal Disbursements		(50.00)
Pre-appointment Legal fees		(6,975.00)
Administrators' Remuneration		(80,154.00)
Agents' Fees and Expenses		(800.00)
Disbursements CAT1		(481.80)
Insurance		(196.00)
		(104,880.80)
Balance in Hand		75,466.30

SUMMARY OF JOINT ADMINISTRATORS' TIME COSTS FOR THE PERIOD
FROM 13 MARCH 2020 TO 12 SEPTEMBER 2020

	Units	Total	Average
	No	Cost	Hourly Rate
		£	£
Statutory and Review	318	11,406.50	358.69
Receipts and Payments	72	2,557.50	355.21
Insurance, Bonding and Pensions	40	1,120.00	280.00
Assets	783	36,776.50	469.69
Liabilities	235	9,442.50	401.81
Landlords	2	105.00	525.00
General Administration	190	6,336.00	333.47
Appointment	96	2,714.00	282.71
Planning and Strategy	8	224.00	280.00
Post Appointment Creds Decisions	436	12,599.00	288.97
Investigations	259	8,833.50	341.06
Total	2,439	92,114.50	377.67

All Units are 6 minutes

DESCRIPTION OF TIME SPENT BY CATEGORY**Statutory and Review**

This category of activity encompasses work undertaken for both statutory and case management purposes. Whilst this work will not directly result in any monetary value for creditors, it ensures that the case is managed efficiently and resourced appropriately, which is of benefit to all creditors. The work that has been carried out under this category during the period of this report has comprised of the following:

- Case management reviews. These have been carried out periodically throughout the life of the case. In the early stages of the case this involved weekly team meetings to discuss and agree case strategy. As the case progressed we carried out regular reviews to ensure that the case is progressing as planned. There has also been a handover meeting at which the case was reallocated to the designated progressions and closures team at which tasks were allocated and explained in line with case strategy. As discussed and referred to earlier in the report, in accordance with the investigations that have been conducted which have identified transactions that have been deemed to be preferential in nature, this has resulted in additional reviews of the case being conducted by senior members of staff in order to identify a clear strategy with regards case progression in light of the findings. Time has also been spent giving consideration as to whether it may be appropriate to seek to apply to Court to request that an unsecured creditor dividend distribution may be fulfilled during the Administration;
- Review of time costs data to ensure accurate posting of time and to ensure compliance with Statement of Insolvency Practice 9;
- Completion of case checklists following the appointment of Joint Administrators to ensure that all statutory tasks and duties have been fulfilled as required;
- The team is required under the Company Directors' Disqualification Act 1986 to review the Company's records and consider information provided by creditors on the conduct of the all directors involved in the Company during the three years leading up to the insolvency. This will result in the preparation and submission of statutory returns or reports on all directors to the Insolvency Service. Evidence of unfit conduct can result in directors being disqualified for periods of up to 15 years; and
- Review of directors' sworn statement of affairs and filing of document at Companies House in accordance with statutory requirements.

Receipts and Payments

This category of work will not result in a direct financial benefit for creditors. However, close monitoring of case bank accounts is essential to ensure that bank interest is maximised where possible, estate expenses are properly managed and kept to a minimum and amounts payable to creditors are identified and distributed promptly. Work carried out during the period of this report has included the following:

- Opening of case bank account;
- Management of case bank account to ensure compliance with relevant risk management procedures;
- Preparation of periodic receipts and payments accounts for inclusion in the Joint Administrators Report and Statement of Proposals;
- Processing the receipts from the realisation of assets;
- Preparation, review and update of an Estimated Outcome Statement ("EOS") to ensure case funds are managed correctly; and
- Managing estate expenses.

Insurance, Bonding and Pensions

Insolvency Practitioners are obliged to comply with certain statutory requirements when conducting their cases. Some of these requirements are in place to protect company assets (see insurance and bonding matters below), whilst requirements in respect of company pension schemes are there to protect the pension funds of Company employees. Whilst there is no direct financial benefit to Company creditors in dealing with these, close control of case expenditure is crucial to delivering

maximum returns to the appropriate class of creditor. Work carried out during the period of this report has included the following:

- Periodic review of insurance requirements over physical assets, to minimise costs to the estate;
- Calculation and request of Joint Administrators' bond in accordance with the Insolvency Practitioners' Regulations 2005. A Bond is a legal requirement on all administrations and is essentially an insurance policy to protect creditors against the fraud or dishonesty of the Insolvency Practitioner. The bond is calculated by reference to the value of assets which are estimated before costs to be available to unsecured creditors;
- Periodic review of bonding requirements to ensure that creditors are appropriately protected. The bond is reviewed upon each large receipt of monies into the case and also at three month intervals in accordance with best practice; and
- Completion and submission of statutory notifications under the Pensions Act 2004. This includes liaising with the Company directors to establish the existence of Company pension schemes, making the statutory notifications under s22 and s120 of the pensions legislation, liaising with pensions providers to understand the nature of the scheme, and submitting claims to the RPS for reimbursement of unpaid contributions to the scheme.

Assets

- Agreeing strategy for realisation of Company assets. Initial reviews showed that the Company could not be marketed as the main contributory value of the business, the client list, had been sold prior to appointment. Strategies were drawn up for the collection of the outstanding debtors and prepayment accounts owed to the Company and the potential pursuit of any antecedent transactions prior to the Administration. The requirement for legal action was also reviewed for the purposes of the outstanding debtors and antecedent transactions, dependent on the realisations involved;
- Instruction of and liaising with appointed agents, CAM, to attend on site and value physical assets for the purposes of realisation;
- Liaising with Company's bankers re pre-appointment bank accounts;
- Reconciliation of cash at bank balances;
- Investigations into prospective antecedent transactions relating to the pre-appointment period. An extensive review of the Company's financial information and records has identified what are considered to be payment transactions of a preferential nature. Further details in this regard have been provided earlier in the report;
- Review legal advice received with regards preferential payment transactions as identified. Identify and agree strategy with regards prospective recovery of monies relating to which for the benefit of the Company and the Administration estate;
- Discussions with legal representatives and negotiations with Directors in relation to preference payments (See paragraphs 4.14 to 4.18) and a prospective settlement agreement; and
- Reviewing reconciliation accounts provided by the Director for the outstanding debtors and prepayment accounts for the purpose of realisations.

Liabilities

This category of time includes both statutory and non-statutory matters.

Statutory

- Processing of claims from the Company's creditors. The majority of the 69 creditors are of minimal value, however there are several majority creditors that have required further review including the outstanding claim made by the former energy provider due to their billing practices and the prospective validity of their claim;
- Processing of claims from the Company's employees, including a review of any additional claims beyond the director within the Administration, and chasing up information from the Director so that a claim could be submitted to the RPS;
- Preparation, review and submission of pre-appointment tax and VAT returns; and
- Drafting, review and finalisation of the Joint Administrators' Report and Statement of Proposals to creditors. It is anticipated at this time that two further reports will be required to be prepared prior to the closure of the case.

Non-statutory

- Dealing with enquiries from the Company's creditors, including discussions with majority creditors within the case regarding their views and claims; and

- Dealing with enquiries from the Company's Director in relation to his claim within the estate.

Landlords

- Review of the current lease in respect of the Company's only premises and its voluntary surrender.

General Administration

This category of work does not result in a direct financial benefit for creditors; however it is necessary for these tasks to be completed in order to ensure the smooth and efficient progression of the Administration:

- General planning matters in relation to the realisation of assets including discussions on settlement offers provided by the Directors with regards the preferential payments transactions as identified;
- Setting up and maintaining the administrators' records; and
- Dealing with general correspondence and enquiries, filing of documents received relating to the case, and communicating with the directors and shareholders.

Appointment

There are certain tasks which the Joint Administrators have a statutory obligation to undertake during the administration process. Other tasks are completed in order to ensure the administration is progressed to the benefit of all creditors and stakeholders. Actions completed to date are both statutory and non-statutory and include the following:

- Statutory notifications to creditors and other interested parties following the Joint Administrators' appointment;
- Preparation of case plan;
- Formulation of case strategy, including recording of any strategic decisions; and
- Completion of various initial Checklists by staff

Planning and Strategy

- Review of the EOS and case progression points following initial case review.

Post Appointment Creditors' Decisions

Agreeing and reporting on our proposals and fee basis is a statutory requirement. Work completed to date includes the following:

- Preparation of Joint Administrators' Proposals for achieving a statutory purpose of the Administration;
- Preparation of Fees Estimate and Statement of Expenses in accordance with the Rules;
- Convening a decision by correspondence to agree Fees Estimate with appropriate body of creditors; and
- Reporting on outcome of voting.

Investigations

- Collecting and reviewing the Company's digital financial records;
- Review of the Company's bank records in relation to the potential preference payments; and
- Conducting initial investigations into the Company's affairs/records to identify the possibility of further realisations and enable the submission of returns due under the Company Directors Disqualification Act 1986

**SUMMARY OF JOINT ADMINISTRATORS' TOTAL TIME COSTS TO DATE
INCORPORATING A COMPARISON WITH THE JOINT ADMINISTRATORS' APPROVED FEES ESTIMATE**

	Fees Estimate Total			Incurred To Date Total			Variance
	Units	Cost	Average Hourly Rate	Units	Cost	Average Hourly Rate	Cost
	No	£	£	No	£	£	£
Statutory and Review	190	6,598.00	347.26	318	11,406.50	358.69	4,808.50
Receipts and Payments	104	2,842.50	273.32	72	2,557.50	355.21	(285.00)
Insurance, Bonding and Pensions	27	1,058.50	392.04	40	1,120.00	280.00	61.50
Assets	612	20,178.50	329.71	783	36,776.50	469.69	16,598.00
Liabilities	637	21,908.00	343.92	235	9,442.50	401.81	(12,465.50)
Landlords	-	-	-	2	105.00	525.00	105.00
General Administration	181	5,299.00	292.76	190	6,336.00	333.47	1,037.00
Appointment	95	3,049.50	321.00	96	2,714.00	282.71	(335.50)
Planning and Strategy	23	870.50	378.48	8	224.00	280.00	(646.50)
Post Appointment Creds Decisions	316	9,129.00	288.89	436	12,599.00	288.97	3,470.00
Investigations	278	9,220.50	331.67	259	8,833.50	341.06	(387.00)
Total	2,463	80,154.00	325.43	2,439	92,114.50	377.67	11,960.50
All Units are 6 minutes							

APPENDIX E

**SUMMARY OF JOINT ADMINISTRATORS' EXPENSES
FROM 13 MARCH 2020 TO 12 SEPTEMBER 2020
INCORPORATING A COMPARISON OF THE JOINT ADMINISTRATORS'
STATEMENT OF LIKELY EXPENSES**

Standard Expenses (All Category 1 Disbursements)

Type	Charged by	Description	Estimated Amount £	Total Amount Incurred to Date £	Amount Incurred in This Period £	Amount Paid £	Amount Unpaid £
AML Checks	Business Tax Centre	Electronic client verification	15.00	15.00	15.00	15.00	-
Bond Fee	AUA Insolvency Risk Services	Insurance bond	260.00	260.00	260.00	260.00	-
Document Hosting	Pelstar CreditorWeb	Hosting of documents for creditors	56.00	28.00	28.00	28.00	-
Software Licence Fee	Pelstar	Case management system licence fee	87.00	87.00	87.00	87.00	-
Statutory Advertising	Courts Advertising	Advertising	85.95	91.80	91.80	91.80	-
Storage Costs	Charles Taylor	Storage of books and records	100.00	-	-	-	-
		Total standard expenses	603.95	481.80	481.80	481.80	-

Case Specific Expenses

Type	Charged by	Description	Estimated Amount £	Total Amount Incurred to Date £	Amount Incurred in This Period £	Amount Paid £	Amount Unpaid £
Agents Fees	CAM	Costs of Valuing and realising assets	550.00	550.00	550.00	550.00	-
Agents Fees	UKELC & Co Limited ("UKELC")	Reviewing and submitting ERA claims	250.00	250.00	250.00	250.00	-
Debt Collection Fees	TBC	Fees in respect of work assisting the Purchaser with post-transactional work in order to ensure full receipt of the sales consideration	6,000.00	-	-	-	-
Legal Fees	Clarion	Costs of appointed solicitors	-	-	-	-	-
Staff Mileage	Leonard Curtis	Category 2 disbursement requiring specific creditor / committee approval	100.00	-	-	-	-
Insurance	Eddisons	Insurance of the remaining physical assets	196.00	196.00	196.00	196.00	-
		Total	7,096.00	996.00	996.00	996.00	-

LEONARD CURTIS POLICY REGARDING FEES, EXPENSES AND DISBURSEMENTS

The following Leonard Curtis policy information is considered to be relevant to creditors:

Staff Allocation and Charge Out Rates

We take an objective and practical approach to each assignment which includes active director involvement from the outset. Other members of staff will be assigned on the basis of experience and specific skills to match the needs of the case. Time spent by secretarial and other support staff on specific case related matters, e.g. report despatching, is not charged.

Where it has been agreed by the appropriate body of creditors that the office holders' remuneration will be calculated by reference to the time properly given by the office holders and their staff in attending to matters as set out in a fees estimate, then such remuneration will be calculated in units of 6 minutes at the standard hourly rates given below. In cases of exceptional complexity or risk, the insolvency practitioner reserves the right to obtain authority from the appropriate body of creditors that their remuneration on such time shall be charged at the higher complex rates given below.

The following hourly charge out rates apply to all assignments undertaken by Leonard Curtis:

6 Jan 2014 onwards	Standard	Complex	1 Aug 2019 onwards	Standard	Complex
	£	£		£	£
Director	450	562	Director	525	656
Senior Manager	410	512	Senior Manager	445	556
Manager 1	365	456	Manager 1	395	494
Manager 2	320	400	Manager 2	345	431
Administrator 1	260	325	Administrator 1	280	350
Administrator 2	230	287	Administrator 2	250	313
Administrator 3	210	262	Administrator 3	230	288
Administrator 4	150	187	Administrator 4	165	206
Support	0	0	Support	0	0

Office holders' remuneration may include costs incurred by the firm's in-house legal team, which may be used for non-contentious matters pertaining to the insolvency appointment.

Subcontractors

Where we subcontract out work that could otherwise be carried out by the office holder or his/her staff, this will be drawn to the attention of creditors in any report which incorporates a request for approval of the basis upon which remuneration may be charged. An explanation of why the work has been subcontracted out will also be provided.

Professional Advisors

Details of any professional advisor(s) used will be given in reports to creditors. Unless otherwise indicated the fee arrangement for each is based on hourly charge out rates, which are reviewed on a regular basis, together with the recovery of relevant disbursements.

The choice of professional advisors is based around a number of factors including, but not restricted to, their expertise in a particular field, the complexity or otherwise of the assignment and their geographic location.

Expenses

We are required to provide creditors with an estimate of the expenses we expect to be incurred in respect of an assignment and report back to them on actual expenses incurred and paid in our periodic progress reports. There are two broad categories of expenses: standard expenses and case specific expenses. These are explained in more detail below:

- a) Standard Expenses – this category includes expenses which are payable in order to comply with legal or regulatory requirements and therefore will generally be incurred on every case. They will include:

BETTER ENERGY SUPPLY LTD – IN ADMINISTRATION

Type	Description	Amount																								
AML checks	Electronic client verification in compliance with the Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017	£5.00 plus VAT per search																								
Bond / Bordereau fee	Insurance bond to protect the insolvent entity against any losses suffered as a result of the fraud or dishonesty of the IP	£10.00 to £1,200.00 dependent on value of assets within case																								
Company searches	Extraction of company information from Companies House	£1.00 per document unless document can be accessed via the free service																								
Document hosting	Hosting of documents for creditors/shareholders. Cost per upload, plus VAT.	<table> <tr> <th>Type</th><th>First 100</th><th>Every addtl 10</th></tr> <tr> <td>ADM</td><td>£14.00</td><td>£1.40</td></tr> <tr> <td>CVL</td><td>£7.00</td><td>£0.70</td></tr> <tr> <td>MVL</td><td>£7.00</td><td>£0.70</td></tr> <tr> <td>CPL</td><td>£7.00</td><td>£0.70</td></tr> <tr> <td>CVA</td><td>£10.00</td><td>£1.00</td></tr> <tr> <td>BKY</td><td>£10.00</td><td>£1.00</td></tr> <tr> <td>IVA</td><td>£10 p.a. or £25 for life of case</td><td></td></tr> </table>	Type	First 100	Every addtl 10	ADM	£14.00	£1.40	CVL	£7.00	£0.70	MVL	£7.00	£0.70	CPL	£7.00	£0.70	CVA	£10.00	£1.00	BKY	£10.00	£1.00	IVA	£10 p.a. or £25 for life of case	
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BKY	£10.00	£1.00																								
IVA	£10 p.a. or £25 for life of case																									
Postage	Cost of posting documents in connection with a case to external recipients	Calculated in accordance with Royal Mail Hybrid Mail rates and dependent on whether the document is sent by first or second class post.																								
Post re-direction	Redirection of post from Company's premises to office-holders' address	0-3 months £204.00 3-6 months £303.00 6-12 months £490.00																								
Software Licence fee	Payable to software provider for use of case management system	£87.00 plus VAT per case																								
Statutory advertising	Advertising of appointment, notice of meetings etc. - London Gazette - Other	£91.80 - £102.00 plus VAT per advert Dependent upon advert and publication																								
Storage costs	Costs of storage of case books and records	£5.07 plus VAT per box per annum plus handling charges																								

- b) Case-specific expenses – this category includes expenses (other than office-holders' fees) which are likely to be payable on every case but which will vary depending upon the nature and complexity of the case and the assets to be realised. They will include:

Type	Description	Amount
Agents' fees	Costs of appointed agents in valuing and realising assets	Time costs plus disbursements plus VAT
Debt Collection fees	Costs of appointed debt collectors in realising debts	Generally agreed as a % of realisations plus disbursements plus VAT
Legal fees	Costs of externally appointed solicitors. Will generally comprise advice on validity of appointment, drafting of sale contracts, advice on retention of title issues and advice on any reviewable transactions.	Time costs plus disbursements plus VAT
Other disbursements	See disbursements section below	See disbursements section below

Disbursements

Included within both of the above categories of expenses are disbursements, being amounts paid firstly by Leonard Curtis on behalf of the insolvent entity and then recovered from the entity at a later stage. These are described as Category 1 and Category 2 disbursements.

- a) Category 1 disbursements: These are costs where there is specific expenditure directly referable both to the appointment in question and a payment to an independent third party. These may include, for example, advertising, external room hire, storage, postage, telephone charges, travel expenses (excl. mileage), and equivalent costs reimbursed to the office holder or his or her staff. Category 1 disbursements may be drawn without prior approval.
- b) Category 2 disbursements: These are costs that are directly referable to the appointment in question but not to a payment to an independent third party. They may include shared or allocated costs that can be allocated to the appointment on a proper and reasonable basis, for example, business mileage. In the event of charging for category 2 disbursements the following items of expenditure are recharged on this basis and are believed to be in line with the cost of external provision:

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Storage of office files (6 years)	£30 per box
Business mileage	45p per mile

Category 2 disbursements may be drawn if they have been approved in the same manner as an office holder's remuneration.

ESTIMATED OUTCOME STATEMENT

	Preferential £'000	Unsecured £'000
Amount available to class of creditor	158	156.7
Amount due to creditor per Estimated Financial Position	(1.3)	(1,383)
Estimated dividend rate (as a %)	100%	11.1%

Proof of Debt – General Form

Relevant date: 13 March 2020

Please e-mail completed form to:

claims.manchester@leonardcurtis.co.uk quoting ref: BB69L/JSM/PROOF

Name of Company in Administration:

Better Energy Supply Ltd

Company registered number:

07176401

1. Name of creditor (if a company, provide registration number)

2. Correspondence address of creditor (including email address)

3. Total amount of claim (£) at relevant date (include any Value Added Tax)

4. If amount in 3 above includes outstanding uncapitalised interest, state amount (£)

5. Details of how and when the debt was incurred (if you need more space attach a continuation sheet to this form)

6. Details of any security held, the value of the security and the date it was given

7. Details of any reservation of title claimed in respect of goods supplied to which the debt relates

8. Details of any document by reference to which the debt relates

9. Signature of creditor (or person authorised to act on the creditor's behalf)

10. Date of signing:

11. Address of person signing (if different from 2 above)

12. Name in BLOCK LETTERS

13. Position with, or relation to, creditor

Notes:

1. There is no need to attach them now but the office-holder may ask you to produce any document or other evidence which is considered necessary to substantiate the whole or any part of the claim, as may the chairman or convenor of any qualifying decision procedure.
2. This form can be authenticated for submission by email by entering your name in block capitals and sending the form as an attachment from an email address which clearly identifies you or has been previously notified to the office-holder. If completing on behalf of the company, please state your relationship to the company.
3. **Please e-mail completed form to:**

claims.manchester@leonardcurtis.co.uk quoting ref: BB69L/JSM/PROOF

PRIVACY NOTICE

Information we collect and hold about you

By requesting details of your claim in this insolvency, we may collect Personal Data from you, particularly if you are a consumer creditor, a sole trader or are lodging a claim in your personal capacity.

Personal Data is information relating to a living individual. Whenever Personal Data is processed, collected, recorded, stored or disposed of it must be done within the terms of the General Data Protection Regulation ("the GDPR"). Examples of Personal Data include but may not be limited to your name, address, telephone number and email contact details.

If you do not provide us with the information we require, this may adversely affect our ability to deal with your claim, but we would ask you not to submit more Personal Data than we request from you.

Legal justification for processing your Personal Data

The processing of your Personal Data by us is necessary to enable us to comply with legal obligations under the Insolvency Act 1986 and associated legislation which we are subject to as Insolvency Practitioners.

How we use your information

All information you supply to us is required to enable us to comply with our duties under the Insolvency Act 1986 and associated legislation. It will be used to enable us to assess the extent of the insolvent entity's liabilities, to allow you to vote on any decision procedures, to enable us to communicate with you, to process your claim and to pay any dividends which may be due to you from the insolvent estate.

Who we share your information with

We may be required to share some of your Personal Data with other creditors. The data which will be shared with other creditors will be limited to that specifically required to be disclosed under insolvency legislation.

We may share some of your information with our Data Processors. Data Processors include solicitors, accountants and employment law specialists who assist us with our duties where required. We will only share your information with our Data Processors if we require their specialist advice. All of our Data Processors are subject to written contracts with us to ensure that your Personal Data is processed only in accordance with the GDPR.

How long will we hold your Personal Data for?

We will need to hold your Personal Data for a period of time after the insolvency has been concluded. This is to enable us to deal with any queries which might arise. Our Records Management Policy requires us to destroy our physical files 6 years after closure of the case. Electronic data files will be removed from our Case Management System 6 years after conclusion of the case but may be held on our server for a longer period of time but with restricted access.

Your rights in respect of your Personal Data

You have the right to request access to your Personal Data and to require it to be corrected or erased. You also have the right to request a restriction in the way we process your Personal Data or to object to its processing. You should be aware however that we may not be able to comply with your request if this would affect our ability to comply with our legal obligations.

You have the right to Data Portability. This is a right to have the Personal Data we hold about you to be provided to you in a commonly used and machine-readable format so that you can transfer that Data to another organisation in a way that is not too onerous to upload the Data.

Your right to complain

You have the right to be confident that we are handling your Personal Data responsibly and in line with good practice. If you have a concern about the way we are handling your Personal Data you should contact our Privacy Manager in the first instance.

If you are unable to resolve your concerns with us, you have the right to complain to the Information Commissioners' Office. The Information Commissioner can be contacted at Wycliffe House, Water Lane, Wilmslow, Cheshire SK6 5AF or on 0303 123 1113.

Contacting us

If you have any questions relating to the processing of your Personal Data, please write to our Privacy Manager at Leonard Curtis, 5th Floor, Grove House, 248A Marylebone Road, London NW1 6BB Alternatively our Privacy Manager can be contacted by telephone on 0207 535 7000 or by email: privacy@leonardcurtis.co.uk.

Data Controller: LEONARD CURTIS