

Liquidator's Progress Report

S.192

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

To the Registrar of Companies

Company Number

07781625

Name of Company

ABD Construction Limited

I / We
Mark Newman
4 Mount Ephraim Road
Tunbridge Wells
Kent
TN1 1EE

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

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

The Progress Report covers the period from 11/12/2015 to 10/12/2016

Signed

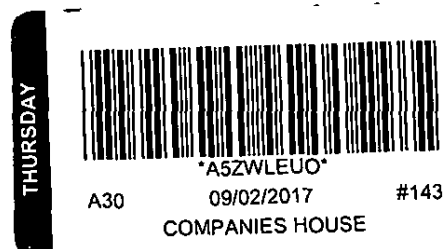


Date

8 FEBRUARY 2017

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

Ref ABD00001/MN/VJG/JH/SE/ML



CCW Recovery Solutions

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ABD Construction Limited (in Liquidation) ("the Company")

Joint Liquidators' Annual Progress Report to Members and Creditors for the year ending 10 December 2016

Statutory Information

Company Name	ABD Construction Limited
Registered Number	07781625
Registered Office	Aquis House, 49-51 Blagrove Street, Reading, RG1 1PL
Former Registered Office	Aruna House, 2 Kings Road, Haslemere, Surrey, GU27 2QA
Joint Liquidators	Mark Newman and Vincent John Green
Liquidators' Address	4 Mount Ephraim Road, Tunbridge Wells, Kent, TN1 1EE
Date of Appointment	11 December 2015

Period of the Report

This report covers the period from 11 December 2015, the date on which the Liquidation of the Company commenced, to 10 December 2016

Joint Liquidators' Actions Since Appointment

Since the Joint Liquidators' appointment, work has been carried out to recover the Company's tangible and intangible assets, further information regarding which is provided below

In addition to these asset recoveries, the Joint Liquidators have also obtained and reviewed the Company's books and records. The information obtained from the records has enabled the Joint Liquidators' to review Garry Summersby's ("Mr Summersby") shareholder's loan account. These investigations remain ongoing at this time.

The Joint Liquidators have also carried out their statutory filing obligations with the Registrar of Companies and advertised their appointment as Joint Liquidators over the Company in the London Gazette. We have set-up the case on our specialist software and carried out our internal administrative functions relating to the appointment. These are tasks that are required by statute or regulatory guidance, or are necessary for the orderly conduct of the proceedings, and whilst they do not produce any direct benefit for creditors, they still have to be undertaken.

Receipts and Payments Account

Our receipts and payments account for the period 11 December 2015 to 10 December 2016 is attached at Appendix I. We would provide additional comments as follows:

Receipts

Goodwill

The Company's filed accounts did not include goodwill as an intangible asset and therefore this was not shown with a book value in the Statement of Affairs. Prior to the commencement of the Liquidation, the director, together with her son Mr Summersby, showed an interest in acquiring the goodwill of the business.

An estimated to realise value of £5,000 for goodwill was shown in the Statement of Affairs, as a result of discussions entered into with Mr Summersby, on behalf of ABD Group Limited ("ABD Group"), to purchase the Company's goodwill.

Mr Summersby is a former director and sole shareholder of the Company. He is also a director of ABD Group.

The services of an independent specialist insolvency valuer, Marriott & Co ("the Agent") (registered by the Royal Institution of Chartered Surveyors ("RICS")) were engaged to prepare a valuation of the Company's goodwill.

ABD Group's offer of £5,000 was considered by the Agent and following the Agent's recommendation, the Joint Liquidators agreed to a sale of the Company's goodwill to ABD Group. On 13 January 2016 a formal sale agreement was issued. The Joint Liquidators also agreed to payment of the £5,000 by way of deferred consideration in three instalments following an initial delay in the sale consideration being paid by ABD Group. All payments have since been made by ABD Group, as set out in the summary below.

Payee	Date	Amount (net) £
ABD Group Limited	4 March 2016	1,500
ABD Group Limited	14 April 2016	2,000
ABD Group Limited	26 April 2016	1,500
		<hr/> 5,000

In addition, the Joint Liquidators also negotiated with ABD Group that they would pay a percentage of their future turnover to the Company. This will only be payable in the event that ABD Group's turnover exceeds £500,000. The rate payable is two percent of ABD Group's turnover in the first 12 months of trade. We currently await the financial information from ABD Group so that this company's turnover can be established.

Any additional realisations under this asset category will be commented upon in the Joint Liquidators' future reports.

Cash in Hand

Prior to the commencement of the Liquidation, the sum of £1,595 was transferred by the Company into a client account, pending the Joint Liquidators' appointment. The sum of £0.20 has been received in bank interest from these funds on deposit in the client account (pre-liquidation).

Cash at Bank

Following our appointment we wrote to HSBC Bank plc to request closure of the Company's pre-liquidation bank account and have received a cheque in the sum of £4.54 representing the closing balance on the account.

Bank Interest

The sum of £2.43 has been received in bank interest from funds on deposit in the Liquidation bank account.

Payments

Statement of Affairs Fee

At the initial meeting of creditors held on 11 December 2015 the following resolution was passed:

"That the costs of CCW Recovery Solutions in connection with convening the member's and creditors' meetings, assisting the director with the preparation of her report and statement of affairs, agreed by the director for a fixed fee of £10,000 plus VAT, be approved and paid as an expense of the liquidation from the first available assets."

We would advise that these fees have been partly paid in the sum of £4,000 plus VAT as shown on the enclosed receipts and payments account. The balance of these fees of £6,000 plus VAT will be discharged from future realisations in the Liquidation.

Agent's Fees

Fees of £300 plus VAT have been paid to the Agent for providing a valuation of the Company's goodwill

Accountancy Fees

Fees of £800 plus VAT have been paid to A & N Chartered Accountants ("the Accountants") for the work undertaken prior to the Liquidation to calculate Mr Summersby's loan account balance

Joint Liquidators' Fees

Our remuneration as Joint Liquidators was previously authorised by the creditors following the circulation of a report on the assets and liabilities of the Company, together with notice of written resolutions in relation to the Joint Liquidators' fees, as follows

"That the Liquidators' fees for undertaking work in respect of their administration and planning, statutory investigations, realisation of assets and dealing with creditors, as described in the accompanying report prepared in connection with fee approval will be charged by reference to the time properly spent by them and their staff in dealing with the matters relating to the Liquidation, such time to be charged at the hourly charge out rate of the grade of staff undertaking the work at the time the work is undertaken, and

That the Liquidators be permitted to recover category 2 disbursements "

Our remuneration was authorised on a time cost basis, supported by a fee estimate of £12,169 50 The fee estimate acts as a cap and we cannot draw remuneration in excess of that estimate without first seeking approval from the creditors

On 15 October 2015 a separate fee indemnity was provided by Mr Summersby, which is capped at £10,000 plus disbursements This fee indemnity reduces in-line with the asset realisations achieved in the Liquidation and is solely for the purpose of discharging the fees and costs of the Joint Liquidators, should the Company's assets be insufficient to do so

Our total time costs for the period 11 December 2015 to 10 December 2016 amount to £16,717, representing 99 90 hours of work at an average hourly charge out rate of £167 34 per hour We have not drawn any fees for acting as Joint Liquidators to the date of this report

Additional time costs of £1,073 have been incurred in the subsequent period, 11 December 2016 to 8 February 2017 We confirm that no fees have been drawn during that period

A schedule of our time costs incurred for the period to which this report relates, being 11 December 2015 to 10 December 2016, is attached as Appendix II A detailed schedule of our time costs incurred to 10 December 2016 compared with our original fees estimate is attached as Appendix III The actual average charge out rate incurred compares with the estimated average charge out rate of £170 68 in our fees estimate

In the period to 10 December 2016, as creditors will note from the information provided in this report, the total time costs that we have incurred in this matter, in respect of the categories of work for which we are being remunerated on a time cost basis, have exceeded the total estimated remuneration we provided in our fee estimate when our remuneration was authorised by creditors on 5 February 2016 We shall consider the additional work-in-progress that falls outside of the agreed fee cap in conjunction with future assets realisations within the Liquidation The Joint Liquidators will report further to creditors should it be appropriate for an increase to the existing fee cap to be sought

We have incurred time costs in excess of our fees estimate previously provided to creditors as a result of additional investigations and work undertaken in the Liquidation, as follows

CCW Recovery Solutions

- Formal reporting and statutory matters,
- Investigations into the Company's book and records;
- Preparation and filing of the confidential report on the directors' conduct to the Insolvency Service and resulting correspondence with the Insolvency Service,
- Pursuing recovery of the sale consideration in connection with the goodwill,
- Additional meeting held with the director and Mr Summersby, and
- Investigations into Mr Summersby's loan account balance and the resulting strategy conversations between the Joint Liquidators and their staff

Some of this additional work does not give direct financial benefit to the creditors, but we have to undertake it in order to meet our requirements under the insolvency legislation and the Statements of Insolvency Practice, which sets out required practice that we must follow. Even as a result of this additional work, on current information we do not envisage being able to pay a dividend to unsecured creditors after consideration of the level of the costs and expenses of the Liquidation.

The hourly charge-out rates of CCW Recovery Solutions' staff remain unchanged over the course of this matter, as set out below.

	From 11/12/2015 to 10/12/2016
Partner (office holder)	£300
Director	£250
Senior Manager	£210
Manager	£180
Assistant Manager	£165
Senior Administrator	£150
Administrator	£110
Trainee/ Support staff	£60

A sheet setting out charge-out rates and disbursements applicable for the duration of the Liquidation since the Joint Liquidators' appointment is attached, together with details of how to obtain guides to insolvency practitioners' fees and best practice, as well as our complaints procedure.

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

A summary of the work undertaken in the Liquidation is as follows, which should be read in conjunction with the time cost summary at Appendix II.

- 1 Administration and Planning
 - Preparing documentation required
 - Dealing with all routine correspondence
 - Maintaining physical case files and electronic case details on case management system
 - Case bordereau
- 2 Statutory Matters
 - Preparing the documentation and dealing with the formalities of appointment
 - Statutory notifications and advertising
 - Preparing reports to the member and creditors
- 3 Case Accounting
 - Maintaining and managing the liquidators' cashbook and bank account
 - Ensuring statutory lodgements and tax lodgement obligations are met

- 4 Strategy/Case Review
 - Case planning
 - Periodic case reviews
- 5 Tax & VAT
 - Dealing with HM Revenue & Customs ("HMRC") correspondence
 - Submission of Tax & VAT forms to HMRC for the Liquidation period
 - Assessment of capital gains on the sale of the goodwill
- 6 Investigations
 - Reviewing and storage of books and records
 - Preparing a return pursuant to the Company Directors Disqualification Act
 - Correspondence with the Insolvency Service
 - Searches undertaken in connection with the Company's former trading premises and connected properties
 - Correspondence with the Accountants regarding the Company's financial information
- 7 Realisation of Assets
 - Recovery of the sale consideration for goodwill
 - Correspondence exchanges with the Agent
 - Recovery of cash in hand balance
 - Recovery of cash at bank balance, including interest
 - Investigations and exchanges with Mr Summersby regarding his loan account
- 8 Creditors (incorporating employees, petitioning creditor, preferential and unsecured creditors)
 - Dealing with creditor correspondence and telephone conversations
 - Preparing reports to creditors
 - Maintaining creditor information on electronic case management system
 - Reviewing the unsecured creditors' claims

Joint Liquidators' Disbursements

Our total disbursements to the date of this report amount to £552 95 plus VAT, as summarised below

Category 1 disbursements – Statutory advertising £448 53, premium for Insolvency Practitioners' bond £40, HM Land Registry search fees £9, document upload fee on the Creditor Gateway £10 and postage £29 42

Category 2 disbursements – photocopying £16

No disbursements have been discharged in the current reporting period to 10 December 2016 or in the period since the anniversary date

As at the date of this report, we anticipate that the expenses we will incur in this Liquidation will exceed the total expenses estimated when our remuneration was authorised by creditors on 5 February 2016. The reasons that the expenses estimate will be exceeded relates to the anticipated cost of the final advertising of £74 50 that will necessarily be incurred upon the closure of the Liquidation, being in addition to the advertising previously estimated at £448 53

Assets still to be realised

Loan to Connected Party

The Statement of Affairs listed a loan to a connected party with a book value of £68,223 and an uncertain estimated to realise value

The book value was taken from the last filed accounts for the year to 30 September 2014 and the connected party is Mr Summersby. As mentioned above, he is the sole shareholder and a former director of the Company

Prior to the commencement of the Liquidation, the Accountants were engaged to prepare management account information for the period from 1 October 2014 to 30 September 2015 (being the date the Company ceased trading), to determine the current balance due to the Company by Mr Summersby. The Accountants' fee in the sum of £800 plus VAT was paid as an expense of the Liquidation for the completion of this work

At the date of this report, we are continuing to assess the final position in relation to the balance due by Mr Summersby to the Company. Mr Summersby has provided certain documentation, which suggests that no balance is outstanding

We will continue to review the financial transactions entered into by the Company so that the loan amount can be verified, with any outstanding balance to be pursued from Mr Summersby for the benefit of the Liquidation, if appropriate

Liabilities

Secured Creditors

An examination of the Company's mortgage register held by the Registrar of Companies showed that no mortgages have been registered

Preferential Creditors

The director's Statement of Affairs showed that the Company had no preferential creditors, with all employees having transferred to ABD Group under TUPE

Crown Creditors

The director's Statement of Affairs included sums due to HMRC of £84,403 for PAYE / NI / Corporation Tax and £61,248 for VAT

HMRC's final claim of £194,423 for PAYE / NIC / Corporation Tax / VAT has been received

Unsecured Creditors

The director's Statement of Affairs listed seven unsecured creditors with an estimated total liability of £28,723. We have received claims from five unsecured creditors totalling £20,814 to date. No additional claims have been received from creditors that were not included on the Statement of Affairs of whom we have become aware since our appointment

Prescribed Part

There are provisions of the insolvency legislation that require a Liquidator to set aside a percentage of a company's assets for the benefit of the unsecured creditors in cases where the company gave a "floating charge" over its assets to a lender on or after 15 September 2003. This is known as the "prescribed part of the net property" ("prescribed part"). A company's net property is that left after paying the preferential creditors, but before paying the lender who holds a floating charge. Any costs of the liquidation that are payable before the Liquidator has reached a position to make a distribution to the floating charge holder have to be deducted from floating charge realisations before arriving at an amount for the "net property" of the company. As a result, the costs associated with realising floating charge assets, paying preferential claims in full, the general costs of winding up and the costs of confirming the validity of the floating charge will have to be deducted before the "net property" is calculated. The "prescribed part" that the Liquidator then has to set aside for unsecured creditors is

- 50% of the first £10,000 of the net property, and
- 20% of the remaining net property up to a maximum of £600,000

As there are no charges registered over the assets of the Company, the prescribed part provisions will not apply.

Dividend Prospects

Preferential and Secured Creditors

As mentioned above, there are no known preferential or secured claims against the Company.

Crown Creditors/Unsecured Creditors

On present information, subject to the anticipated level of realisations being achieved and after the costs of liquidation, it remains unlikely that there will be sufficient realisations to permit a dividend to be paid to the unsecured creditors.

Investigation

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

At the date of this report we have not identified any other potential asset recoveries that can be made, other than the loan balance referred to above.

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

Further Information

The following agents and accountants have been utilised in this matter

<u>Professional Advisor</u>	<u>Nature of Work</u>	<u>Fee Arrangement</u>
A & N Chartered Accountants	Accountancy services	Fixed rate of £80 per hour on a time cost basis
Marriott & Co	Valuer	Fixed fee of £300 plus VAT

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

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

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

Summary

The Liquidation will remain open until the Mr Summersby's loan account position has been fully resolved and the Joint Liquidators' investigations are concluded.

Creditors will be notified once the Liquidation is in a position to be brought to a close either in a final draft report or in the Joint Liquidators' future annual reports.



Mark Newman
Joint Liquidator

Dated 8 February 2017

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


**ABD Construction Limited
(In Liquidation)**

**Joint Liquidators' Summary of Receipts and Payments
To 10 December 2016**

RECEIPTS	Statement of Affairs (£)	Total (£)
Goodwill	5,000 00	5,000 00
Cash in Hand	1,595 00	1,595 20
Cash at Bank		4 54
Bank Interest Gross		2 43
Loan To Connected Party	Uncertain	0 00
		6,602 17
PAYMENTS		
Preparation of S of A		4,000 00
Agents/Valuers Fees (1)		300 00
Accountancy Fees		800 00
Trade & Expense Creditors	(28,723 00)	0 00
HM Revenue & Customs - Tax	(84,403 00)	0 00
HM Revenue & Customs - VAT	(61,248 00)	0 00
Ordinary Shareholder	(1 00)	0 00
		5,100 00
Net Receipts/(Payments)		1,502 17

MADE UP AS FOLLOWS

Bank 1 Current - METRO	482 17
VAT Receivable / (Payable)	1,020 00
	1,502 17


 Mark Newman
 Joint Liquidator

ABD Construction Limited (in Liquidation)

Time Cost Summary from 11 December 2015 to 10 December 2016

	Partner	Manager	Senior Administrator	Support Staff	Total Hours	Time Cost £	Average Hourly Rate £
General Administration							
Case General Administration	0 00	4 55	10 60	0 00	15 15	2,433 00	160 59
Statutory Matters	0 50	9 90	6 10	0 00	16 50	2,860 50	173 36
Case Accounting	0 00	1 15	3 80	0 15	5 10	725 50	142 25
Strategy/Case Review	0 35	3 60	12 00	0 00	15 95	2,546 25	159 64
Tax & VAT	0 00	1 05	1 60	0 00	2 65	439 50	165 85
Investigations							
SIP 2 / CDDA	0 10	9 45	12 00	0 00	21 55	3,685 50	171 02
Antecedent Transactions	0 00	1 60	1 20	0 00	2 80	516 00	184 29
Creditors							
Unsecured Creditors	0 00	0 40	1 40	0 00	1 80	294 00	163 33
Realisation of Assets							
Goodwill	0 40	5 65	2 90	0 00	8 95	1,658 25	185 28
Connected Party Loan	0 00	3 05	5 30	0 00	8 35	1,393 50	166 89
Motor Vehicles	0 00	0 00	1 10	0 00	1 10	165 00	150 00
Total Hours	1 35	40 40	58 00	0 15	99 90		167 34
Total Cost						16,717 00	

Joint Liquidators' fees drawn in accordance with time cost resolution approved by creditors on 5 February 2016

Nil

**FEES ESTIMATE SUMMARY COMPARISON TO
10 DECEMBER 2016**
ABO Construction Limited - In Liquidation

The office holder is seeking to be remunerated on a time cost basis. This firm uses charge out rates appropriate to the skills and experience of a member of staff and the work that they perform recording time spent in 5 minute units. Narrative is recorded to explain the work undertaken and the time spent is analysed into different categories of work. This document provides an estimate as to how much time the office holder and his staff will spend undertaking specific tasks within broad categories of work, and the time costs of undertaking such work, which will depend upon the grade or grades, of staff undertaking the work and the number of hours spent undertaking the work by each grade of staff. The estimated time that will be spent undertaking the work in each category of work has been multiplied by the applicable charge out rate for each member of staff that it is anticipated will undertake work in that category to arrive at the estimated total time costs attributable to that category of work on the case. We have then divided that estimated total by the estimated number of hours to arrive at what is known as a blended hourly charge out rate for that category of work. The sum of all the estimates for the different categories of work is the total estimated time costs to undertake all the necessary work on the case. Again, we have then divided that estimated total by the estimated number of hours to arrive at a blended hourly charge out rate for the case as a whole.

The hourly charge-out rates that will be used on this case are						
	£					
Partner / Office Holder	300.00					
Senior Manager	210.00					
Manager	180.00					
Assistant Manager	165.00					
Senior Administrator	150.00					
Administrator/Cashier	110.00					
Trainee Administrator/Support Staff	60.00					
ADMINISTRATION AND PLANNING (Note 1)						
Description of the tasks to be undertaken in this category of work	Estimated time to be taken to undertake the work	Current time taken to undertake the work	Estimated value of the time costs to undertake the work £	Current value of the time costs £	Blended estimate charge out rate to undertake the work £	Blended current charge out rate £
Case accounting	8.50	5.10	1,282.50	725.50		
Case general administration	10.30	15.15	1,545.00	2,433.00		
Property related	2.50		435.00			
Statutory matters	17.50	18.50	2,917.50	2,680.50		
Strategy/case review	8.00	15.05	1,410.00	2,548.25		
Tax and VAT	3.30	2.65	547.50	439.50		
Total	50.10	66.35	£8,142.00	£9,004.75	£182.51	£182.69
INVESTIGATIONS (Note 2)						
Description of the tasks to be undertaken in this category of work	Estimated time to be taken to undertake the work	Current time taken to undertake the work	Estimated value of the time costs to undertake the work £	Current value of the time costs £	Blended estimate charge out rate to undertake the work £	Blended current charge out rate £
SIP2/CDDA	9.20	21.55	1,530.00	3,685.50		
Antecedent Transactions		2.80		518.00		
Total	9.20	24.35	£1,530.00	£4,203.50	£168.30	£172.55
REALISATION OF ASSETS (Note 3)						
Description of the tasks to be undertaken in this category of work	Estimated time to be taken to undertake the work	Current time taken to undertake the work	Estimated value of the time costs to undertake the work £	Current value of the time costs £	Blended estimate charge out rate to undertake the work £	Blended current charge out rate £
Goodwill	2.00	8.86	712.50	1,658.25		
Connected Party Loan	5.00	8.35	915.00	1,393.50		
Cash in Hand	1.00		183.75			
Motor Vehicles		1.10		165.00		
Total	7.00	18.40	£1,827.50	£3,216.75	£232.50	£174.82
CREDITORS (Note 4)						
Description of the tasks to be undertaken in this category of work	Estimated time to be taken to undertake the work	Current time taken to undertake the work	Estimated value of the time costs to undertake the work £	Current value of the time costs £	Blended estimate charge out rate to undertake the work £	Blended current charge out rate £
Unsecured creditors	5.00	1.80	870.00	294.00		
Total	5.00	1.80	£870.00	£294.00	£174.00	£163.33
GRAND TOTAL FOR ALL CATEGORIES OF WORK	71.30	99.9	£12,169.50	£16,717.00	£170.88	£167.34

CCW RECOVERY SOLUTIONS

CHARGE-OUT RATES AND DISBURSEMENTS

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

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

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

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

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

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

GUIDES TO FEES AND BEST PRACTICE

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

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

The option of Regulation and Guidance will display the following information, and the relevant guide in this case is **(Liquidators Fees (October 2015))** under **Guides for England & Wales**

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

Complaints

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

If you consider that we have not dealt with your comments or complaint appropriately, you should then put details of your concerns in writing to our complaints officer, Mark Newman, at 4 Mount Ephraim Road, Tunbridge Wells, Kent TN11 1EE. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

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

Professional Indemnity Insurance

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

General

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

1 February 2016