

AM10

Notice of administrator's progress report

FRIDAY



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A26

19/01/2018

#185

COMPANIES HOUSE

1 Company details

Company number 08723448

Company name in full CMO Software Limited

→ Filling in this form
Please complete in typescript or in
bold black capitals.

2 Administrator's name

Full forename(s) Catherine

Surname Williamson

3 Administrator's address

Building name/number AlixPartners

Street The Zenith Building

26 Spring Gardens

Post town Manchester

County/Region

Postcode M21AB

Country United Kingdom

4 Administrator's name ①

Full forename(s) Peter

Surname Saville

① Other administrator
Use this section to tell us about
another administrator.

5 Administrator's address ②

Building name/number AlixPartners

Street 6 New Street Square

Post town London

County/Region

Postcode EC4A3BF

Country United Kingdom

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 | 2 | d | 1 | m | 0 | m | 6 | y | 2 | y | 0 | y | 1 | y | 7 |
| To date | d | 2 | d | 0 | m | 1 | m | 2 | y | 2 | y | 0 | y | 1 | y | 7 |

7 Progress report

☒ I attach a copy of the progress report

8 Sign and date

Administrator's
signature

Signature

X

Chen

X

Signature date

| | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| d | 1 | d | 8 | m | 0 | m | 1 | y | 2 | y | 0 | y | 1 | y | 2 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|

AM10

Notice of administrator's progress report



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

Conor Kelly

Company name

AlixPartners

Address

The Zenith Building

26 Spring Gardens

Post town

Manchester

County/Region

Postcode

M

2

1

A

B

Country

United Kingdom

DX

Telephone

0161 838 4500



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

Continuation page

Name and address of insolvency practitioner

✓ **What this form is for**
Use this continuation page to tell us about another insolvency practitioner where more than 2 are already jointly appointed. Attach this to the relevant form. ①
Use extra copies to tell us of additional insolvency practitioners.

✗ **What this form is NOT for**
You can't use this continuation page to tell us about an appointment, resignation, removal or vacation of office.

→ **Filling in this form**
Please complete in typescript or in bold black capitals.

All fields are mandatory unless specified or indicated by *

1 Appointment type

Tick to show the nature of the appointment:

- ☒ Administrator
- ☐ Administrative receiver
- ☐ Receiver
- ☐ Manager
- ☐ Nominee
- ☐ Supervisor
- ☐ Liquidator
- ☐ Provisional liquidator

① You can use this continuation page with the following forms:

- VAM1, VAM2, VAM3, VAM4, VAM6, VAM7
- CVA1, CVA3, CVA4
- AM02, AM03, AM04, AM05, AM06, AM07, AM08, AM09, AM10, AM12, AM13, AM14, AM19, AM20, AM21, AM22, AM23, AM24, AM25
- REC1, REC2, REC3
- LIQ2, LIQ3, LIQ05, LIQ13, LIQ14, WU07, WU15
- COM1, COM2, COM3, COM4
- NDISC

2 Insolvency practitioner's name

Full forename(s) Kevin

Surname Coates

3 Insolvency practitioner's address

Building name/number AlixPartners

Street 6 New Street Square

Post town London

County/Region

Postcode E C 4 A 3 B F

Country United Kingdom

Administrators' Progress Report for the period 21 June 2017 to 20 December 2017

CMO Global Limited and
CMO Software Limited
Both in Administration

18 January 2018

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1. Why this report has been prepared

- 1.1 As you will be aware Catherine Williamson, Peter Saville and Kevin Coates (the **Administrators**) were appointed on 21 June 2016.
- 1.2 In accordance with UK insolvency legislation, an administrator is required to provide a progress report covering the period of six months commencing on the date on which a company entered into administration and every subsequent period of six months. This progress report covers the period 21 June 2017 to 20 December 2017 (the **Period**) and should be read in conjunction with all previous reports.
- 1.3 This report has been prepared in accordance with rule 18.2 of the Insolvency (England and Wales) Rules 2016.
- 1.4 The purpose of this report is to provide statutory and financial information about the Companies and to provide an update on the progress of the Administrations, including details of assets realised during the Period, details regarding the Administrators' fees and the expected outcome for each class of creditor.
- 1.5 As a reminder the administrator of a company must perform their functions with a view to achieving one of the following statutory objectives:

Objective 1: rescuing the company as a going concern;

Objective 2: achieving a better result for the company's creditors as a whole than would be likely if the company were wound up (without first being in administration); or

Objective 3: realising property in order to make a distribution to one or more secured or preferential creditors.
- 1.6 In these cases the Administrators are pursuing the second statutory objective. Further details on the actions taken to achieve that objective can be found in section 3 of this report.
- 1.7 Details of the Administrators' fees and disbursements incurred are provided at Appendices C and D.
- 1.8 More information relating to the Administration process, Administrators' fees and creditors' rights can be found on AlixPartners' creditor portal (<http://www.alixpartnersinfoportal.com>). Log-in details to access this information can be found within the covering letter you have received.
- 1.9 If you require a hard copy of this report or have any queries in relation to the contents of this report or the Administration generally, please contact Conor Kelly on 0161 838 4518, by email at creditorreports@alixpartners.com, or write to AlixPartners' office at The Zenith Building, 26 Spring Gardens, Manchester, M2 1AB.

2. Summary of information for creditors

Estimated dividend for creditors

| Description | Agreed debt £ | Likely level of return £ or pence/£ |
|----------------------|---------------|-------------------------------------|
| Secured creditor | 25.22 million | 7.78 million |
| Unsecured creditors: | | |
| Global | 234,677 | 70 pence in the pound |
| Software | 29.50 million | Nil |

Notes:

Secured creditor

The debt due to the secured creditor, Inflexion Private Equity Partners LLP (**Inflexion**) at appointment was \$36.98 million. This debt has been converted at the exchange rate prevailing on the date of the Administrators' appointment and has been agreed at £25.22 million.

The secured debt is cross-guaranteed against Global, Software and CMO Bidco Limited (**Bidco**) (together the **Group**) and the actual level of return detailed above is the total estimated return from the Group.

Unsecured creditor

The unsecured creditor debt for Software has been taken from the Directors' Statement of Affairs (**SoA**). The unsecured creditor debt for Global is based on the claims agreed by the Administrators.

During the Period, Global distributed an unsecured dividend of £164,446, representing a dividend of 70 pence in the pound.

UK insolvency legislation stipulates that creditors of the same class should be treated equally. Hence, the funds available for distribution were split on a pro-rata basis amongst all creditors, regardless of the size of their claims.

There are insufficient funds to enable a dividend to be distributed to the unsecured creditors of Software.

For further information please refer to section 4 of this report.

3. Progress of the Administration

- 3.1 Attached at Appendix B are the Administrators' Receipts and Payments Accounts, together with Cumulative Accounts for the period since appointment. All expenses incurred have been paid.
- 3.2 In addition to their statutory objective, the Administrators have duties imposed by insolvency and other legislation and their regulating professional bodies. The Administrators have set out information in respect of the progress of these duties in addition to that of the realisation of assets and distribution of available funds. The detail provided is intended to provide users of this report with information to allow them to understand how the Administrators' fees and expenses as set out in Appendices C and D have been incurred.

Realisation of assets – fixed charge

Retention accounts

- 3.3 As detailed in previous reports, funds totalling \$566,486 were placed in a retention account to be paid subject to the following conditions:
- **Tax retention:** an amount of \$350,000 was held in relation to specific tax liabilities that may have crystallised in the 12 month period post completion of the pre-packaged sale.
- During the Period, tax liabilities were paid from the funds held in the tax retention account. The balance of tax retention funds were subsequently released to Global, converted to £126,450 and distributed to the relevant class of creditor.
- **Employee bonus retention:** an amount of \$216,486 was held in relation to accrued but unpaid employee bonuses as at the date of completion.
- Prior to the Period, the employee bonus retention was released to Global, converted to £147,579 and was subsequently paid to the relevant employees.
- 3.4 All monies held in retention accounts have now been realised by the Companies.

Bidco funds

- 3.5 During the Period, Global received a refund of £11,749 from HM Revenue and Customs.
- 3.6 The monies were in relation to a VAT refund due to Bidco; however, as the Administration of Bidco had ended prior to the refund being received, the funds were paid to Global, being the head of the VAT group.
- 3.7 These funds were due to secured creditor directly and have therefore been distributed to Inflexion during the Period.

Administration (including statutory reporting)

- 3.8 In addition to their duties relating to realising and distributing the assets of the Companies, the Administrators must comply with certain statutory compliance matters in accordance with the Insolvency Act 1986. These include preparing bi-annual reports to creditors advising of the progress of the Administration and liaising with HMRC to determine the final position in respect of corporation tax, PAYE, VAT and other taxes that may be owed by or to the Companies, and for filing tax returns for the duration of the Administrations.
- 3.9 In order to ensure the matters of the Administrations are being progressed sufficiently, the Administrators had a duty to conduct periodic case reviews and complete case checklists. In addition, the Administrators' treasury function also comply with cash accounting requirements including raising payments, processing journal vouchers and posting receipts, preparing bank reconciliations and statutory returns.
- 3.10 The time taken for statutory tasks is largely fixed, insofar as the cost of preparing a report to creditors or filing an annual return is similar for most cases, except where cases are very large or complex. Where the costs of statutory compliance and reporting to creditors exceeds the initial estimate, it will generally be because the duration of the case has been longer than expected, due to for example protracted realisation of assets, and therefore additional periodic reports have had to be prepared and distributed to stakeholders.

Creditors

- 3.11 During the Period, time has been incurred in distributing an unsecured dividend to the unsecured creditors of Global. The Administrators received 20 claims, totalling £660,529 from the unsecured creditors of Global, of which £234,677 were agreed for dividend purposes.
- 3.12 On 13 September 2017, a dividend of £164,446 was distributed to unsecured creditors with agreed claims, representing a dividend rate of 70 pence in the pound.
- 3.13 Time has also been incurred in dealing with general creditor correspondence, as well as reporting to the secured creditor and processing additional distributions.
- 3.14 Details of the outcome for creditors can be found In section 4.

4. Estimated outcome for creditors

Secured creditor – Inflexion Private Equity Partners LLP

- 4.1 The Group granted fixed and floating charges to Inflexion on 23 October 2013.
- 4.2 At the date of appointment, Inflexion was owed £25.22 million by the Group (excluding interest and charges) under its security.
- 4.3 Funds totalling £827,759, £2.65 million, and £4.30 million have been distributed by Global, Software and Bidco respectively, bringing the total return from the Group to £7.78 million. Inflexion will therefore suffer a shortfall on its lending.

Preferential creditors

- 4.4 The employees of Global transferred to the purchaser upon completion of the pre-packaged sale, therefore no preferential claims have been submitted against this entity.
- 4.5 Software had no employees therefore no preferential claims have been received for this entity.

Unsecured Creditors' Fund

- 4.6 Where there is a floating charge which was created on or after 15 September 2003, the Administrators are required to create a fund from the company's net property available for the benefit of unsecured creditors (**Unsecured Creditors' Fund**), commonly known as the 'Prescribed Part'.

CMO Global Limited

- 4.7 The value of the net floating charge property for Global was £853,000 and arising from this, the value of the Unsecured Creditors' Fund was £173,600, before costs.
- 4.8 During the Period, the Administrators reviewed unsecured creditor claims and agreed claims totalling £234,677.
- 4.9 On 13 September 2017, a dividend totalling £164,446 was distributed by Global to the unsecured creditors with agreed claims. This represented a dividend rate of 70 pence in the pound.

CMO Software Limited

- 4.10 The value of the net floating charge property for Software is nil, therefore the value of the Unsecured Creditors' Funds will also be nil.

Unclaimed dividends

- 4.11 All cheques paid to unsecured creditors of Global should be banked as soon as possible, and in any event must be banked within six months of the date of the cheque. Any cheques which have not cleared by 13 March 2018 will be cancelled and the proceeds will be forwarded to The Insolvency Service, Estate Accounts Directorate, Unclaimed Monies Team, PO Box 3690, Birmingham, B2 4UY.
- 4.12 If your cheque is cancelled on or after this date, please allow ten working days to pass before submitting a claim to The Insolvency Service. To make a claim, creditors should contact the Insolvency Service by email at **eaips.unclaimed@insolvency.gsi.gov.uk** and put 'CMO Global Limited' as the subject.
- 4.13 The transfer of responsibility to the Insolvency Service is a routine step which requires administrators of an insolvent company to transfer unclaimed dividends to the agency six months after the cheques were issued. The agency will hold the funds for the next six years, after which it will return any money that remains unclaimed to HM Treasury, however, this does not affect creditors' rights to claim funds after the six years has passed.

5. What happens next

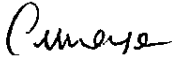
Creditors' rights

- 5.1 Within 21 days of the receipt of this report, a secured creditor, or an unsecured creditor (with the agreement of at least 5% of the value of the unsecured creditors) may request in writing that the Administrators provide further information about their fees or expenses (other than pre-administration costs) which have been itemised in this progress report.
- 5.2 Any secured creditor, or an unsecured creditor (with the agreement of at least 10% of the value of unsecured creditors) may, within eight weeks of receipt of this report, make an application to court on the grounds that the basis fixed for the Administrators' fees is inappropriate, or that the fees charged or the expenses incurred by the Administrators during the period of this report are excessive.

Next report

- 5.3 The Administrators are required to provide a progress report within one month of the end of the next six months of the Administration, or earlier if the Administration has been finalised. For details of the proposed exit route please see Appendix E.

For and on behalf of
The Companies



Catherine Williamson
Administrator

Encs

Appendix A. Statutory information

Company information

| | | |
|--------------------------|---|----------------------|
| Company name | CMO Global Limited | CMO Software Limited |
| Trading name | CMO Global Limited | CMO Software Limited |
| Registered number | 04335488 | 08723448 |
| Registered office | The Zenith Building, 26 Spring Gardens, Manchester, M2 1AB | |
| Former registered office | Level 25 Mill Bank Tower, 21-24 Millbank, London, SW1P 4QP | |
| Former trading office | Level 25 Mill Bank Tower, 21-24 Millbank, London, SW1P 4QP | |
| Court details | High Court of Justice, Chancery Division, Companies Court, London | |
| Court reference | 3361 of 2016 | 3364 of 2016 |

Appointor's information

| Name | Address | Position |
|--|---|-----------|
| Jon Andrew James Darragh Remi Jean-Luc Gerard Stephen Humphries | c/o AlixPartners, The Zenith Building, 26 Spring Gardens, Manchester, M2 1AB | Directors |

Administrators' information

| Name | Address | IP number | Name of authorising body |
|------------------------------|---|-----------|---|
| Catherine Mary Williamson | c/o AlixPartners UK LLP, The Zenith Building, 26 Spring Gardens, Manchester, M2 1AB | 15570 | Insolvency Practitioners Association |
| Peter Mark Saville | c/o AlixPartners UK LLP, 6 New Street Square, London, EC4A 3BF | 9029 | Insolvency Practitioners Association |
| Kevin James Coates | c/o AlixPartners UK LLP, 6 New Street Square, London, EC4A 3BF | 9261 | Insolvency Practitioners Association |

In accordance with paragraph 100(2) of schedule B1 of the Insolvency Act 1986, all functions of the Administrators are to be exercised by any or all of the Administrators. All references to the Administrators should be read as the Joint Administrators.

Extension of the Administrations

The Administrations were previously extended for a period of 12 months to 20 June 2018 with the consent of the secured creditor.

Appendix B. Receipts and Payments Account for the period 21 June 2017 to 20 December 2017 and a Cumulative Account for the period since appointment

CMO Global Limited

| Statement of Affairs £ | Period £ | Cumulative £ |
|---------------------------------------|------------------|------------------|
| Fixed charge assets | | |
| Receipts | | |
| 1 Customer list | - | 1 |
| 1 Intellectual property | - | 1 |
| 1 Goodwill | - | 1 |
| Bank interest | 7 | 7 |
| Tax retention funds | 126,450 | 126,450 |
| | 126,457 | 126,460 |
| Payments | | |
| Bank charges | - | 3 |
| | - | (3) |
| Distributions | | |
| Distributed to fixed charge creditors | 126,457 | 126,457 |
| | (126,457) | (126,457) |
| Balance of fixed charge assets | - | - |

CMO Global Limited (**Global**) and CMO Software Limited (**Software**) – both in Administration (the **Companies**)

| Statement of Affairs £ | | Period £ | Cumulative £ |
|---------------------------|--|------------------|------------------|
| | Floating charge assets | | |
| | Receipts | | |
| | Funding for employee bonus retention | - | 147,579 |
| | Office equipment | - | 10,172 |
| 1 | Book debts | - | 1 |
| | VAT refund | - | 134,053 |
| 749,923 | Cash at bank | - | 813,818 |
| | Bank interest | 28 | 206 |
| | Sundry realisations | - | 10,073 |
| | Funds due to secured creditor | 11,749 | 11,749 |
| | Funds from purchaser | - | 255,372 |
| | | 11,777 | 1,383,022 |
| | Payments | | |
| | Employee bonus retention | - | 147,579 |
| | Administrators' fees: | | |
| | General | - | 96,000 |
| | Unsecured Creditors' Fund | 9,693 | 9,693 |
| | Category 1 disbursements: | | |
| | Specific penalty bond | - | 225 |
| | Statutory advertising | 85 | 254 |
| | Stationery and postage | 85 | 648 |
| | Telephone charges | - | 21 |
| | Storage | 61 | 61 |
| | Legal fees | (600) | 3,064 |
| | Legal disbursements | - | 2,011 |
| | Payment on behalf of Purchaser: | | |
| | Wages | - | 126,027 |
| | PAYE and NIC | - | 95,154 |
| | Expenses | - | 9,931 |
| | Rent | - | 24,260 |
| | Consultant fee: | | |
| | Tax advice | - | 621 |
| | Payroll | - | 250 |
| | Bank charges | 97 | 1,475 |
| | | (9,421) | (517,274) |
| | Distributions | | |
| | Floating charge creditors: | | |
| | Distributed to floating charge creditors | 99,058 | 701,302 |
| | Unsecured creditors: | | |
| | Unsecured dividend 70p/£ - 13/09/17 | 164,446 | 164,446 |
| | | (263,504) | (865,748) |
| | Balance of floating charge assets | (261,147) | - |
| | Total balance | (261,147) | - |

Note: The above is subject to small rounding differences.

CMO Software Limited

| Statement of Affairs £ | | Period £ | Cumulative £ |
|---------------------------|--|------------------|--------------------|
| | Fixed charge assets | | |
| | Receipts | | |
| 2,947,141 | Intellectual property | - | 2,947,141 |
| | Bank interest | 113 | 532 |
| 1 | Other shares | - | 1 |
| 1 | CMO US shares | - | 1 |
| | | 113 | 2,947,675 |
| | Payments | | |
| | Pre-appointment fees and disbursements: | | |
| | AlixPartners | - | 50,000 |
| | Legal fees | - | 153,833 |
| | Legal disbursements | - | 7,330 |
| | Administrators' fees | - | 42,843 |
| | Legal fees | - | 37,856 |
| | Bank charges | 20 | 36 |
| | | (20) | (291,898) |
| | Distributions | | |
| | Fixed chargeholder | 579,338 | 2,655,777 |
| | | (579,338) | (2,655,777) |
| | Balance of fixed charge assets | (579,245) | - |
| | Floating charge assets | | |
| | Receipts | | |
| 5,830 | Cash at bank | - | 23,201 |
| | Bank interest | 1 | 16 |
| | | 1 | 23,217 |
| | Payments | | |
| | Administrators' fees | 500 | 22,657 |
| | Category 1 disbursements: | | |
| | Specific penalty bond | - | 225 |
| | Stationery and postage | 18 | 79 |
| | Telephone charges | - | 5 |
| | Corporation tax | 94 | 94 |
| | Bank charges | 20 | 158 |
| | | (632) | (23,217) |
| | Balance of floating charge assets | (631) | - |
| | Total balance | (579,876) | - |

Note: The above is subject to small rounding differences.

Appendix C. Administrators' fees and disbursements

Fees

A copy of 'A Creditors' Guide to Administrations' can be downloaded from AlixPartners' creditor portal www.alixpartnersinfoportal.com. If you would prefer this to be sent to you in hard copy please contact the Administrators and they will forward a copy to you.

Approval of the Administrators' fees was sought in accordance with insolvency legislation.

On 15 July 2016 the secured creditor approved that the basis of the Administrators' fees be fixed as a set amount of £70,000 for Global and £40,000 for Software.

On 3 April 2017, the secured creditor approved an uplift in the fees to £96,000 for Global and £65,500 for Software. These fees have now been drawn in full.

Disbursements

Category 1 disbursements of £1,209 have been drawn from Global and £309 has been drawn from Software. Approval to draw category 2 disbursements has been given by the secured creditor, although none have been drawn during the Administrations.

Appendix D. Additional information in relation to the Administrators' fees

Policy

Detailed below is AlixPartners' policy in relation to:

- staff allocation and the use of sub-contractors;
- professional advisors; and
- disbursements.

Staff allocation and the use of sub-contractors

The Administrators' general approach to resourcing their assignments is to allocate staff with the skills and experience to meet the specific requirements of the case.

The case team will usually consist of a managing director or directors, a senior vice president, a vice president and a consultant. The exact case team will depend on the anticipated size and complexity of the assignment and the experience requirements of the assignment. On larger, more complex cases, several staff at all grades may be allocated to meet the demands of the case. The Administrators' charge-out rate schedule overleaf provides details of all grades of staff.

With regard to support staff, time spent by their treasury department in relation to tasks such as recording transactions and dealing with bank accounts is charged but secretarial time is only recovered if a large block of time is incurred, eg report compilation and distribution.

The following service has been provided to Global by an external sub-contractor.

| Service type | Service provider | Basis of fee arrangement | Cost to date £ |
|-----------------------------------|------------------------|--------------------------|----------------|
| Payroll processing and tax advice | Consultant - Ms Morina | Fixed fee | 871 |

Professional advisors

On these assignments the Administrators have used the professional advisors listed below.

| Name of professional advisor | Basis of fee arrangement |
|-------------------------------------|-------------------------------|
| Latham & Watkins LLP (legal advice) | Hourly rate and disbursements |

The Administrators' choice was based on their perception of the professional advisors experience and ability to perform this type of work, the complexity and nature of the assignment and the basis of their fee arrangement with them.

Disbursements

Category 1 disbursements do not require approval by creditors. Category 1 disbursements may include external supplies of incidental services specifically identifiable to the case eg postage, case advertising, invoiced travel and external printing, room hire and document storage. Any properly reimbursed expenses incurred by the Administrators and their staff will also be chargeable.

Category 2 disbursements do require approval prior to being paid and have been drawn in accordance with the approval given, they may include:

- photocopying – charged at the rate of 10 pence per sheet for notifications and reports to creditors and other copying;
- printing – charged at the rate of 10 pence per sheet for black and white printing and 15 pence per sheet for colour; and
- business mileage for staff travel – charged at the rate of 45 pence per mile.

Appendix E. Exit routes and discharge from liability

Dissolution of the Companies

The Companies have no property to permit a distribution to their unsecured creditors other than by way of the Unsecured Creditors' Fund in the case of Global only. The Administrators will therefore file notices, together with their final progress report, at court and with the Registrar of Companies for dissolution of the Companies. The Administrators will send copies of these documents to the Companies and their creditors. The appointments will end following the registration of the notices by the Registrar of Companies.

Discharge from liability

The secured creditor approved on 15 July 2016 that the Administrators will be discharged from liability under paragraph 98 of schedule B1 of the Insolvency Act 1986 directly after their appointment as Administrators ceases to have effect.