

AM03

Notice of administrator's proposals



Companies House

THURSDAY



A15 19/05/2022 #132
COMPANIES HOUSE

1 Company details

Company number 08869875

Company name in full Safe Hands Plans Limited

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

2 Administrator's name

Full forename(s) Nedim

Surname Ailyan

3 Administrator's address

Building name/number Centre Block, 4th Floor

Street Central Court

Post town Knoll Rise

County/Region Orpington

Postcode BR60JA

Country

4 Administrator's name ①

Full forename(s) Ben

Surname Stanyon

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

5 Administrator's address ①

Building name/number Centre Block, 4th Floor

Street Central Court

Post town Knoll Rise


County/Region Orpington

Postcode BR60JA

Country

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

AM03
Notice of Administrator's Proposals

6		Statement of proposals	
		<input checked="" type="checkbox"/> I attach a copy of the statement of proposals	
7		Sign and date	
Administrator's Signature	Signature	<input checked="" type="checkbox"/> 	<input checked="" type="checkbox"/>
Signature date	^d 1 ^d 8	^m 0 ^m 5	^y 2 ^y 0 ^y 2 ^y 2

AM03 Notice of Administrator's Proposals



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	Ben Stanyon
Company name	FRP Advisory Trading Limited
Address	2nd Floor 110 Cannon Street
Post town	London
County/Region	
Postcode	E C 4 N 6 E U
Country	
DX	cp.london@frpadvisory.com
Telephone	020 3005 4000



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 and dated 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

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FRP

Safe Hands Plans Limited (In Administration)
The Administrators' Proposals
18 May 2022

1. Introduction and circumstances giving rise to the appointment of the Administrators

FRP

Section	Content
1.	Introduction and circumstances giving rise to the appointment of the Administrators
2.	Conduct of the Administration
3.	The Administrators' remuneration, expenses and pre-Administration costs
4.	Estimated outcome for the creditors
Appendix	Content
A.	Statutory information about the Company and the Administration
B.	Administrators' Receipts & Payments Accounts
C.	The Administrators' remuneration, expenses and costs information <ul style="list-style-type: none">▪ Estimated Outcome Statements▪ Schedules of Work▪ FRP disbursement policy▪ Fee estimate▪ FRP charge out rates
D.	Schedule of pre-Administration costs
E.	Details of the financial position of the Company

1. Introduction and circumstances giving rise to the appointment of the Administrators

FRP

The following abbreviations are used in this report:

the Act	Insolvency Act 1986
the Administrators	Nedim Ailyan and Ben Stanyon of FRP
Barclays	Barclays Bank Plc, 1 Churchill Place, London E14 5HP, the secured creditor and QFCH of the Company
Britannia	Britannia Global Markets Ltd, Level 29, 52 Lime Street, London EC3M 7AF, a custodian acting for Interactive Advisers
CBILS	Coronavirus Business Interruption Loan Scheme
CDDA	Company Directors Disqualification Act 1986
Citypress	City Press Services Limited, Union, 2-10 Albert Square, Manchester M2 6LW
COMI	Centre of Main Interests
the Company	Safe Hands Plans Limited (In Administration)
CVL	Creditors' Voluntary Liquidation
the Custodians	Britannia and Jarvis
CVA	Company Voluntary Arrangement
Deloitte	Deloitte LLP, 1 New Street Square, London EC4A 3HQ
Dignity	Dignity Plc, 4 King Edwards Court, King Edward Square, Sutton Coldfield, West Midlands B73 6AP

the Directors

Richard Wells, Louisa Alexandra Klouda and Duncan Webster

FAQs

Frequently Asked Questions

the FCA

The Financial Conduct Authority, 12 Endeavour Square, London E20 1JN

the Former Directors

Thomas Francis Gormanly and Michelle Kemp

FRP

FRP Advisory Trading Limited

the Fund Managers

Interactive Advisers and TJM

GDPR

General Data Protection Regulation

HMRC

HM Revenue & Customs

Interactive Advisers

Interactive Advisers Limited, 6/7th Floor, Dias Pier Building, Le Caudan Waterfront Caudan, Port Louis 11307, Mauritius, a fund manager to the Trust

Jarvis

Jarvis Investment Management Ltd, 78 Mount Ephraim, Tunbridge Wells, Kent TN4 8BS, a custodian acting for TJM

John Pye

John Pye & Sons Ltd, James Shipstone House, Radford Road, Nottingham, NG7 7EA, a valuation agent instructed by the Administrators

NI

National Insurance

PAYE

Pay-As-You-Earn

1. Introduction and circumstances giving rise to the appointment of the Administrators

FRP

Pinsent Masons	Pinsent Masons LLP, 30 Crown Place, Earl Street, London EC2A 4ES, solicitors instructed by the Administrators	VAT	Value Added Tax
Plan Holders	Individual customers that have purchased a pre-paid funeral plan from the Company	Wakefield Office	12 Mariner Court Calder Park, Wakefield, West Yorkshire, WF4 3FL
SIP	Statement of Insolvency Practice		
QFCH	Qualifying Floating Charge Holder		
RPS	The Redundancy Payments Service		
the Rules	The Insolvency (England and Wales) Rules 2016		
SHFT	SHFT Properties Limited, c/o Charnwood Accountants, The Point, Granite Way, Mountsorrel, Loughborough, Leicestershire LE12 7TZ		
SHP	SHP Capital Holdings Limited (In Administration) c/o FRP Advisory Trading Ltd, 110 Cannon Street, London EC4N 6EU, the Company's ultimate parent company		
Sterling	Sterling Trust Corporation, The Hive, 6 Beaufighter Road, Weston Super Mare, North Somerset, BS24 8EE, the nominated trustee of the Trust		
TJM	The TJM Partnership Limited (formerly Neovision Global Capital Limited) (In Liquidation), c/o Moorfields, 20 Old Bailey, London, EC4M 7AN, a fund manager of the Trust		
the Trust	The arrangement known as the Safe Hands Plans Trust (formerly the Safe Hands Funeral Plans Trust)		

1. Introduction and circumstances giving rise to the appointment of the Administrators

FRP

On 23 March 2022, the Company entered Administration and Nedim Ailyan and Ben Stanyon were appointed as Administrators.

This document, together with its appendices, forms the Administrators' statement of proposals to creditors in accordance with Paragraph 49 of Schedule B1 to the Act and the Rules. The proposals are deemed delivered two business days after they are dated.

Certain statutory information about the Company and the Administration is provided at **Appendix A**.

Background information regarding the Company

The Company was incorporated on 30 January 2014 as a limited company under company number 08869875.

Prior to its Administration, the Company operated as a provider of pre-paid funeral plans to Plan Holders. According to the Company's records it is understood that there are in excess of 46,000 Plan Holders.

Plan Holders would make payment for their chosen plans either by way of a lump sum payment or by way of instalment payments for a period up to 25 years. Subject to the Plan Holder making the required payments under their plan contract, the Company agreed to provide the Plan Holder with a funeral service at the time of their death.

There were a range of funeral plans offered by the Company to Plan Holders, ranging from (by way of an example) a 'Basic Plan' which would include a 'Simple Coffin' and no funeral procession up to a 'Ruby Inclusive Plan' which would include a "high quality, oak veneered coffin" with a flexible funeral procession route.

Under the Company's terms and conditions, funds paid by Plan Holders were to be ringfenced from the Company's trading funds and placed into the Trust.

At the point of Administration, the Trust was administered by Sterling. The Administrators understand that Sterling appointed the Fund Managers to manage investments acquired using the funds paid by Plan Holders. The Fund Managers, in turn, engaged the Custodians to place and hold investments for the Trust, as directed.

The Company is not and has never been regulated by the FCA. The Company was previously registered with the FCA as an Appointed Representative of an authorised firm. This registration ceased on 13 January 2021.

The Company operated its business from the Wakefield Office and as at the date of the Administration and had five employees.

The Company is part of a wider group of companies, with its majority shareholder being SHP, a company ultimately owned by Richard Philip Wells. It is understood that SHP acquired the Company in 2020 for a sum in the region of £9m.

SHP was placed into administration on 22 March 2022, the day prior to the Company entering Administration. Nedim Ailyan and Ben Stanyon are also appointed as administrators of SHP.

The remaining shareholders of the Company comprise current and/or former employees of the Company, each of whom have small minority shareholdings.

The directors of the Company following the acquisition by SHP are understood to be as follows:

- Richard Philip Wells: appointed 1 March 2022.
- Louisa Alexandra Klouda: appointed 1 March 2022.
- Duncan Webster: appointed 16 February 2022.
- Michelle Kemp: appointed 8 June 2020; resigned 14 March 2022.
- Thomas Francis Gormanly: appointed 5 February 2020; resigned 11 March 2022.

1. Introduction and circumstances giving rise to the appointment of the Administrators

Shortly prior to the Administration, Thomas Gormanly and Michelle Kemp resigned as directors of the Company. As at the date of Administration, Richard Wells; Louisa Alexandra Klouda; and Duncan Webster are the Company directors as reflected by the Register of Companies.

There are two parties with registered security over the Company's assets:

- Sterling hold security by way of an all-monies charge, dated 10 July 2020. The charge provides that Sterling holds floating charges over the Company's funeral plan contracts with Plan Holders.
- Barclays hold security by way of an all-monies debenture, dated 25 June 2021. The debenture provides that Barclays holds fixed and floating charge security over the Company's assets. Barclays is understood to be owed approximately £689,078 by the Company in respect of a CBILS loan.

Events leading to the appointment of the Administrators

In late 2021, the FCA announced that it would start regulating the pre-paid funeral plans sector with the aim of providing good outcomes for consumers and to make sure that the products offered by funeral plan firms: met consumer needs; offered fair value; looked after consumers' money; and used those monies to deliver funeral services.

The regulations are to apply to both providers (firms that enter into and/or carry out funeral plan contracts) and intermediaries (firms that sell funeral plans to customers on behalf of providers), in the funeral planning sector. The regulations are to come into effect on 29 July 2022, at which point firms that are not authorised by the FCA would no longer be able to sell and/or administer funeral plans.

As a provider in the funeral planning sector, the Company applied to the FCA for authorisation in late 2021. This application was later withdrawn by the Company when it became apparent to the Company that it was unlikely to obtain authorisation.

At this stage, it became apparent to the Former Directors that the Company would need to explore its options, in the knowledge that the Company would no longer be able to sell funeral planning products from 1 August 2022 in the absence of FCA authorisation.

It is understood that steps were then taken by the Former Directors to seek independent professional advice and to explore the options available to the Company.

In parallel, SHP (as shareholder) sought informal advice from FRP on the Company's options as well as the potential impact on its own financial position. Following a review of the position of the Company and the Trust, it was determined that a shortfall existed between the Trust assets and the funds required to: pay for all of the funerals; or issue full refunds to existing Plan Holders. By virtue of this fact, it was also determined that the Company was, or would soon become, insolvent in the absence of a solution.

On this basis, the Company formally engaged FRP on 3 March 2022 to provide insolvency advice and to take the necessary steps to place the Company into Administration with the view to exploring a rescue plan and continuity for Plan Holders.

At a meeting of the Directors, it was resolved that the Company should be placed into Administration and a Notice of Intention to Appoint Administrators was sworn and filed in the High Court of Justice on 14 March 2022.

Consent to the Administrators' appointment was subsequently received from Barclays and Sterling. Consent to the Administrators' appointment was also provided by the FCA under section 362A(2) of the Financial Services and Markets Act 2000. This is because the firm is a former Appointed Representative of an FCA regulated firm.

1. Introduction and circumstances giving rise to the appointment of the Administrators

Appointment of the Administrators

The Notice of Appointment of the Administrators was filed in the High Court of Justice on 23 March 2022 and Nedim Ailyan and Ben Stanyon were duly appointed Administrators under Paragraph 22 of Schedule B1 of the Act. The appointment was made by the Directors.

At this stage, FRP's primary duty of care was to the Company which would include consideration of the directors' fiduciary duties to act in the overall best interest of the Company, Plan Holders and other creditors. Until the appointment of Administrators the directors continued to be responsible for the Company and its affairs; neither FRP nor its insolvency practitioners advised the directors personally, or any parties interested in purchasing the business and assets of the Company.

Prior to our appointment as Administrators, we are required to consider any ethical and conflict issues in relation to the appointment and provided we are satisfied that there are no matters arising that would preclude us consenting to act we must provide a statutory statement and consent to act in which any prior relationship between the proposed Administrators and the Company is summarised, this statement is subsequently filed in Court. Following our appointment as Administrators our duty of care is to all the Company creditors as officers of the Court and agents of the Company, taking over from the Board the responsibilities of managing the affairs, business and property of the Company.

2. Conduct of the Administration

The objective of the Administration

The Administrators think that objective (a) of administration, as detailed in Paragraph 3(1) of Schedule B1 to the Act, being to rescue the Company as a going concern, will not be achieved due the size of the anticipated deficiency to Plan Holders, representing the level of funding required to return the Company to solvency, and there being no apparent third-party provider in the market either able or willing to assume the Company's obligations.

The Administrators are, therefore, pursuing objective (b) of administration, being a better result for the Company's creditors as a whole than would be likely if the Company had been wound-up (without first being in administration). The Administrators hope to achieve this objective by finding a solution for the Company's Plan Holders which would be substantially more challenging in liquidation given the terminal effect that liquidation may have on the Company's contracts and reputation.

The Administrators' actions to date

Details of work already undertaken since appointment, or anticipated will be undertaken, is set out in the Schedule of Work, attached at **Appendix C**. We have, however, highlighted our key actions below for ease of reference and the primary steps taken by the Administrators both prior to, and following the commencement of the Administration are set out below.

It should be noted that the Administrators' work in this matter is distinctly split between work required on behalf of the Trust and/or the Plan Holders and work required for other creditors and in the ordinary course of the Administration.

The costs of such categories of work are allocated accordingly and payment of costs in respect of the Trust and the Plan Holders are subject to the approval of the court as explained in further detail later in this report.

The majority of the Administrators' work, to date, has been focused on managing, communicating and protecting the interests of the Plan Holders.

Pre-Appointment

Work in respect of the Trust and the Trust assets

Significant planning was required to be undertaken by the Administrators in relation to Plan Holders; the Trust; and the Trust assets prior to the Administration. Key steps taken by the Administrators included:

- Engaging in detailed planning meetings with key stakeholders of the Company, including the Directors, Former Directors and the FCA.
- Preparing communications to be issued to Plan Holders upon appointment, including a letter and FAQ document and engaging an external mailing company to assist with the physical distribution process.
- Engaging and briefing Deloitte to assist with the provision of a call centre service in order to assist with telephone queries from Plan Holders. This step was undertaken in the knowledge that the Administration would inevitably result in concerns and queries from Plan Holders and a significant number of telephone calls.
- Liaising with Sterling and their solicitors in relation to the Trust and the Trust assets with the view to achieving delegated authority to administer the Trust when appointed as Administrators.
- Conducting an initial information gathering exercise, in order to explore and further understand the structure of the Trust and the various investments making up the Trust assets.
- Engaging, on a confidential basis, with leading industry operators to discuss the Trust shortfall with the view to ascertaining whether any one or more of the industry operators could provide an interim solution for the Company's Plan Holders whilst a more holistic solution was explored by the Administrators. Non-

2. Conduct of the Administration

disclosure agreements were entered into with each of these industry operators and a data room was set up to securely provide information in relation to the Company.

- Following these discussions, the Administrators were able to secure an arrangement with Dignity, under which Dignity committed to provide funeral services to the Plan Holders for an initial 14-day period to provide a runway for the Administrators to explore a longer-term solution.

Work in respect of administration generally and Company assets (not subject to the Trust)

General tasks undertaken by the Administrators prior to the Administration included:

- Setting up case files for the Administration and undertaking related ethical, conflict and anti-money laundering checks.
- Engaging with Barclays, as the Company's secured creditor.

Post-Appointment

Work in respect of the Trust and the Trust assets

Delegated control of the Trust

The documentation relating to the Trust is complex. However, the Company entered into a trust deed with Sterling relating to the Trust on or around 6 May 2020; an agency agreement on 24 June 2020; and a discontinuance policy dated 1 February 2020.

In order to ensure that the assets of the Trust were securely held and protected for the benefit of those entitled to them, the Administrators entered into a Deed of Transfer and Delegation with Sterling on 23 March 2022.

This Deed provided that:

- any right, title or interest of Sterling in the assets subject to the Trust and any other assets of Sterling that were held or were intended to be held for the benefit of the Plan Holders and/or otherwise in connection with the business of the Company were transferred to the Company (acting by the Administrators) to hold them on the same terms as those assets were held by Sterling; and
- Sterling irrevocably delegated to the Company the exercise of all or any trusts, powers, duties and discretions conferred or imposed on Sterling.

The Trust

A key step undertaken by the Administrators both prior to and following their appointment has been to investigate and review: the way in which money paid by Plan Holders had been used by the Trust, and the realisable value of the Trust assets. These investigations were also required to assist with formulating a strategy for the Administration and to assist in discussions with leading industry operators regarding a potential solution for Plan Holders, discussed below.

As discussed above, Plan Holders' funds were ringfenced in the Trust and passed to Sterling, as trustee, who, until delegating responsibility to the Administrators, administered the Trust.

Sterling appointed the Fund Managers, TJM and Interactive Advisers, to identify and arrange investments on behalf of the Trust. Investments were then placed by the Custodians, as directed by the Fund Managers. TJM (one of the Fund Managers) entered into CVL on 6 January 2022.

The Trust assets primarily comprise a combination of cash, equities and bond investments. At the date of Administration, the Trust assets were held by a combination of Sterling and the Custodians and, on paper, were listed as follows:

2. Conduct of the Administration

- Cash held of approx. £3.78m.
- Bonds/fixed interest investments of approx. £6.18m.
- Equity investments of £54.28m.

In addition to the above, the Trust owned 100% of the shares in SHFT, a property holding/development company.

A significant exercise has been undertaken by the Administrators to understand the underlying value of the Trust assets by the Administrators since their appointment and steps have been taken to realise these investments for the benefit of Plan Holders.

To date, the Administrators have managed to take control of approximately. £3.78m in cash. Of this sum, approximately £2.62m has been realised, with the remaining balance being in the process of being remitted by the bank holding the funds.

Steps are now being taken by the Administrators to realise the remainder of the Trust investments, and the Administrators have instructed the Custodians to realise all remaining investments into cash. The process is currently underway.

In addition, discussions are ongoing with the directors of SHFT with a view to the SHFT being wound down so that its assets can be distributed.

Trust Deficit

The Administrators' investigations have ascertained that a significant number of the investments within the Trust are illiquid and/or severely impaired, with a large proportion of these funds being held in offshore funds.

Whilst steps are being taken to realise these investments, it is recognised by the Administrators that this may take some time to achieve due to the illiquid nature of these types of investments.

The Administrators anticipate that there will be a significant deficit between the total value of the assets in the Trust and the total claims of Plan Holders.

A summarised Estimated Outcome Statement in relation to the Trust is provided at **Appendix C**.

Solution exploration

Prior and following their appointment, the Administrators have been in dialogue with a number of industry leaders within the funeral planning sector with the view to exploring potential solutions for Plan Holders of the Company. As mentioned above, a data room was set up to assist potential interested parties in assessing the position and offering potential solutions and/or interim measures for Plan Holders.

As discussed above, Dignity agreed to provide an interim funeral provision to Plan Holders from the date of Administration for an initial period of 14 days. This was subsequently extended, following further discussions, to allow completion of the Administrators' assessment of the Trust deficit. Dignity's provision of funerals to the Company's customers remains in place at the date of this report.

Following conclusion of the Administrators initial assessment of the level of the Trust deficit, further consultation was entered into with the wider funeral planning industry and the FCA. This consultation unfortunately concluded that there would be no prospect of the Trust deficit being absorbed by one, or a number of, the industry leaders due to the level of the deficit being too high.

Consequently, since this consultation, the Administrators' focus has been to explore other options for Plan Holders to provide some form of an option/solution.

In this regard, the Administrators have recently received an offer from Dignity to fulfil all funerals of Plan Holders for a period of six months that would cap payable rates and disbursements below the market price of funerals. The offer is currently being considered and explored by the Administrators and will be subject to approval from the Court, in the event that it is considered to be in the best interests of Plan Holders.

2. Conduct of the Administration

During this period, Dignity have proposed to offer each existing Safe Hands customer a replacement funeral plan from Dignity.

Other Trust related tasks

In addition to the above, the Administrators have undertaken an administrative exercise to ensure that the Plan Holders were promptly made aware of the Administration and to ensure the protection of their interests.

This has been a significant exercise due to various factors including the large number of Plan Holders; the alarm that the Administration has understandably caused for Plan Holders; the press coverage that the Administration has attracted; and the poor record keeping of the Company prior to the commencement of the Administration.

Key tasks have included:

- Attending the Wakefield Office of the Company to inform employees of the Company's Administration.
- Facilitating a reconciliation exercise to determine the value of each individual Plan Holders' claim in the Administration, which remains ongoing.
- Overseeing the call centre and dealing with any escalated enquiries from Plan Holders that Deloitte are unable to deal with them. Due to the sheer volume of enquiries being received from Plan Holders, 3 members of the Administrators' staff were working full time on dealing with queries that have been escalated by the call centre to a dedicated email account.
- Issuing communications to Plan Holders and other stakeholders in relation to the Company's entry into Administration. The Administrators additionally maintain a portal which provides documentation and information to Plan Holders that sign up to receive alerts.
- Engaging Citypress, a specialist PR agency, to assist the Administrators in dealing with the various media enquiries that have received in the Administration.

Throughout, the Administrators been in regular liaison and consultation with the FCA, funeral planning bodies and leading industry operators.

Work in respect of administration generally and Company assets (not subject to the Trust)

Key tasks to date have included:

- Confirming the appointment of Administrators and dealing with the statutory formalities of the Administration, including preparation of this proposal document.
- Providing regular updates with key stakeholders in the business including Barclays, suppliers and the landlord in respect of the Wakefield Office.
- Realising Company assets including cash at bank.
- Formulating an appropriate asset disposal strategy with John Pye for the Company's chattel assets and motor vehicles, discussed below.
- Arranging the Administrators' specific bond and appropriate additional insurance cover.
- Employee consultation and employment matters generally and facilitating the claims of employees made redundant prior to the administration via the RPS.
- Requesting the completion and submission of a Company Statement of Affairs from the Board of Directors.
- Ad-hoc administrative tasks as necessary.

Chattel assets

The Administrators have instructed John Pye to provide an independent inventory and valuation of the Company's chattel assets including computer equipment and office furniture and to assist with the recovery and collection of all vehicles subject to lease in the Company's name.

2. Conduct of the Administration

At present the valuation of the equipment has yet to be finalised but given the small amount and the likely resale value of second-hand equipment of this nature any realisation is likely to be nominal after the costs of sale.

Other assets and intercompany balances

To date, the Administrators have realised the Company's cash at bank held at the date of Administration, totalling approx. £168,362, which were held in a client account in the name of the Company. Following a review of these funds by the Administrators' solicitors, these funds have not been deemed to represent Trust funds and have, therefore, been applied to the general Administration estate.

A small realisation of approx. £232 has been made by the Administrators in respect of a prepaid business rates refund.

The Administrators are in the process of reviewing Company records in respect of accounts receivable; deposits; remaining prepayments and debtors (including intercompany balances), as recorded on the last available balance sheet, to assess the prospects of recovery. The Administrators preliminary estimates with regards to recoveries are detailed in the Estimated Outcome Statement, at **Appendix C**.

There will be an update in a subsequent report.

Administrators' future work

Following approval of the Administrators proposals the Administrators will continue to conduct the Administration to achieve the purpose of the Administration. Key matters to be undertaken include:

Work in respect of the Trust and the Trust assets

- Continuing to explore the offer from Dignity and other potential options/solutions for Plan Holders and executing agreement(s), where possible.
- Continuing to maintain dialogue with key stakeholders, including the FCA and funeral planning industry leaders.
- Continuing to investigate in conjunction with the Administrators' solicitors the complex legal structure of the Trust arrangement including ascertainment of which assets are subject to the Trust and the identity of the parties entitled to such assets.
- Continuing to realise, where possible, the remaining Trust assets for the benefit of Plan Holders.
- Continuing the reconciliation exercise in respect of Plan Holder claims in relation to the Trust.
- Continuing to oversee and facilitate the call centre provision to Plan Holders and deal with any resulting query escalations.
- Continuing to communicate and provide updates to Plan Holders and the media in respect of significant developments.
- Investigating and, if appropriate, pursuing any claims that the Company or the Administrators may have against any person, firms or company whether in contract or otherwise, including any party involved in managing the Trust or any person, firm or company that supplies or has supplied goods or services to the Trust.

2. Conduct of the Administration

- Distributing realisation proceeds from the Trust to Plan Holders and any other creditors/beneficiaries of the Trust, as applicable, in due course.

Work in respect of administration generally and Company assets (not subject to the Trust)

- Realising assets available to the Company, as applicable.
- Investigating and, if appropriate, pursuing any claims that the Company may have against any person, firms or company whether in contract or otherwise, including any officer or former officer of the Company or any person, firm or company that supplies or has supplied goods or services to the Company.
- Distributing realisations to any secured creditor and preferential creditors, where applicable.
- Seeking an extension of the Administration if applicable.
- Ensuring all statutory and compliance matters are attended to.
- Pay all administration expenses and bring the administration to an end when deemed appropriate by the Administrators.

Receipts and Payments Account

Receipts and Payments Accounts in relation to both the Trust and the Administration generally are attached as **Appendix B**.

The Directors' and Former Directors' Statement of Affairs

The Directors of the Company have been asked to submit a Statement of Affairs under paragraph 47 of Schedule B1 of the Act. This has been received, however, has not been included due to a number of inaccuracies.

Therefore, the Administrators have included, at **Appendix E**, an estimated statement of financial position of the Company at the latest practical date, prepared from

information available to the Administrators and including a list of creditors' names and addresses. It should be noted that the estimated to realise figures used by the Administrators in the statement reflect a 'worse case' scenario.

As and when the directors' Statement of Affairs is received it will be filed with the Registrar of Companies.

Matters requiring investigation

I am required as part of my duties to establish what assets the Company owns and to consider the way in which the Company's business has been conducted and am required under the provisions of the CDDA to report to the Secretary of State for Business Energy and Industrial Strategy on the conduct of the Directors and Former Directors.

In addition, similar investigations will be undertaken in respect of the Trust.

If you have any information or concerns regarding the way in which the Company's business has been conducted, or have information regarding potential recoveries for the estate, please contact me as soon as possible.

The end of the Administration

The Administration will end automatically after 12 months from the date of appointment of the Administrators. This period can be extended with consent of the creditors for up to 12 months or longer by application to the Court as required.

If the Administrators think the Company has no property which might permit a distribution to its unsecured creditors, or if they also consider that an exit from the administration into liquidation is not appropriate they will send a notice to the Registrar of Companies in accordance with Paragraph 84 of Schedule B1 to the Act to bring the Administration to an end and three months after the filing of the notice the Company will be deemed to be dissolved.

2. Conduct of the Administration

If the Administrators are of the view that a dividend will become available to the unsecured creditors (other than by virtue of the Prescribed Part), it is appropriate for the Company to move from Administration into CVL pursuant to Paragraph 83 of Schedule B1 to the Act. If applicable, the Administrators will take steps to place the Company into CVL.

Pursuant to Paragraph 83 of Schedule B1 to the Act, should the creditors not nominate a liquidator, the proposed liquidators in a CVL are to be the Administrators or any successor office holder(s) and that any act to be done by the liquidators may be done by all or any one of them. Pursuant to Paragraph 83(7)(a) of Schedule B1 to the Act and the Rules, creditors may nominate a different person as the proposed liquidator, provided that the nomination is made after the receipt of these proposals and before these proposals are approved.

Should a dividend not become available to the unsecured creditors but it is still appropriate for the Company to enter liquidation, the Administrators will petition the Court pursuant to Paragraph 79 of Schedule B1 to the Insolvency Act 1986 for an order to bring the Administration to an end with a consequential order for the compulsory winding up of the Company.

The liquidators in a compulsory winding up will be appointed by the Court and may be the Administrators, or any successor office holder(s).

If the Administrators are of the view that it is appropriate for the creditors to consider the approval of a CVA the proposed supervisors are to be the Administrators or any successor office holder(s). Creditors may nominate different supervisors when considering whether to approve the CVA proposals.

In this Administration, it is proposed that the Administrators will take the necessary steps to dissolve the Company as it is not anticipated there will be any funds available for distribution to unsecured creditors other than via the Prescribed Part.

Decision of creditors

Based on information currently available, the Administrators think that the Company has insufficient property to enable a distribution to be made to unsecured creditors, except via the Prescribed Part, if funds allow. This statement is made in accordance with Paragraph 52(1)(b) of Schedule B1 to the Act.

To confirm, this statement is made in respect of the assets of the Company only and does not include the anticipated return to Plan Holders and other creditors of the Trust assets.

Based on the estimated realisations within the Administration of the Company, the Administrators are not required to seek a decision from creditors as to whether they approve the Administrators' proposals pursuant to Paragraph 51 of Schedule B1 to the Act. The Administrators must, however, seek a decision from the creditors if requested to do so by creditors whose debts amount to at least 10% of the total debts of the Company. The request must contain the particulars prescribed by rule 15.18 of the Rules and be made within eight business days of the date of delivery of this report, in accordance with the Rules.

The expenses of seeking the decision shall be paid by the creditor (or creditors) requesting the decision, who will be required to lodge a deposit with the Administrators as security for this payment. The creditors may decide that the expenses of seeking the decision should be paid as an expense of the Administration payable from the assets of the Company.

In accordance with the Rules, where the Administrators have not sought a decision of the creditors, the proposals will be deemed to have been approved by the creditors unless at least 10% by value of the creditors requisition a decision of creditors within eight business days of the date of delivery of this report.

3. The Administrators' remuneration, expenses and pre-appointment costs

FRP

Administrators' remuneration in relation to the Trust

Details of work already undertaken since appointment or anticipated will be undertaken in relation to the Trust and/or Trust assets is set out in the Schedule of Work, attached at **Appendix C**. We have, however, highlighted our key actions below for ease of reference and the primary steps taken by the Administrators in relation to the Trust and Trust.

Court Application – Berkeley Applegate jurisdiction

The Administrators made an application to Court under paragraph 63 of Schedule B1 to the Act for directions and other relief, under the *Berkeley Applegate* jurisdiction in connection with certain assets under the control of the Administrators.

The Administrators' application included a request for the approval of the costs and expenses incurred by the Administrators in the period from 14 February 2022 to 30 April 2022, in dealing with the Company's funeral plans and the Trust arrangement.

The costs and expenses for which approval was sought has previously been issued to Plan Holders.

The Court heard the Administrators' application on Thursday 5 May 2022.

It was ordered and declared that: -

- 1) The Administrators are entitled to recover, in priority to the claims of the beneficiaries (if any) such reasonable costs, expenses and remuneration that they have incurred and will incur in dealing with the assets (the "Assets") transferred to them by Sterling, Jarvis, Britannia and/or otherwise under the control of the Administrators relating to the Trust (if valid) (including in connection with any appropriate investigations in relation to the Trust assets and/or work required to recover and/or preserve the Trust assets).

- 2) In relation to the remuneration, costs and expenses of the Administrators incurred in connection with the Assets in the period to 30 April 2022 (all figures exclusive of VAT):

- 1) The Administrators be entitled to deduct from the Assets amounts sufficient to discharge disbursements in the total sum of: (i) £361,281 for the period from 23 March 2022 up to and including 19 April 2022; and (ii) £107,597.00 for the period from 20 April 2022 up to and including 30 April 2022.
- 2) The Administrators be entitled to deduct from the Assets amounts sufficient to allow a payment on account of 60% of the amounts in respect of the Administrators' remuneration and legal fees as follows:

Remuneration

- a) £69,626.40 for the period prior to the appointment of the Administrators (being 60% of the total sum of £116,044.00 claimed);
- b) £162,694.35 for the period from 23 March 2022 up to and including 19 April 2022 (being 60% of the total sum of £271,157.25 of claimed); and
- c) £89,538.00 for the period from 20 April 2022 up to and including 30 April 2022 (being 60% of the total sum of £149,230 of claimed).

Legal Fees

- d) £21,231.60 for the period prior to the appointment of the Administrators (being 60% of the total sums of £32,061.00 and £3,325.00 claimed).
- e) £48,046.20 for the period from 23 March 2022 up to and including 22 April 2022 (being 60% of the total sums of £76,562.00 and £3,515.00 claimed).
- f) £30,498.00 for the period from 23 April 2022 up to and including 30 April 2022 (being 60% of the total sums of £45,130.00 and £5,700.00 claimed).

3. The Administrators' remuneration, expenses and pre-appointment costs

- 3) As to sub-paragraph 2(2) above, the Application to determine the final quantum of the amounts claimed in respect of the Administrators' remuneration and legal fees be adjourned to a hearing with a time estimate of half day on the first available date after 26 May 2022.
- 4) The costs of and associated with the Application are to be paid from the Trust assets.

Administrators' remuneration – non trust assets

A Schedule of Work and fee estimate in respect of work to be undertaken in the Administration generally and in respect of the Company's assets (not subject to the Trust) is set out at **Appendix C**.

Assumptions made in preparing the summary of work, estimated expenses and the fee estimate where a time cost resolution is proposed are set out in the Schedule of Work.

The Administrators' remuneration will be drawn from the Company's assets and it is proposed that it will be charged by reference to the time incurred in attending to matters arising in the Administration.

Further details of how this will be calculated is set out below. The basis of the Administrators' remuneration has not yet been approved by creditors, and the Administrators have accordingly not drawn any remuneration in this case. Should any fixed charged assets be realised in the Administration, the Administrators' fees for dealing with the assets subject to a fixed charge will be agreed with the respective charge holders.

Should the Company subsequently be placed into liquidation and the Administrators appointed as Liquidators, the basis agreed for the drawing of the Administrators' remuneration will also be that utilised in determining the basis of the Liquidators' remuneration, in accordance with the Insolvency Rules. The Liquidators' will seek

further creditor approval for the quantum of fees to be drawn in the liquidation where necessary.

Whichever fee basis is approved by creditors and utilised to calculate the level of remuneration that can be drawn by the Administrators this will include all direct costs of providing professional services by the Administrators and their staff in dealing with Safe Hands Plans Limited (In Administration), but will exclude any expenses that may be paid to an associate or which have an element of shared costs (known as category 2 expenses), which require separate approval from creditors before they can be paid.

Where payments are to be made to associates of the office holder or their firm, creditors' approval to such payments must be received prior to payment being remitted. I can confirm no payments are being made to associates of the office holder or their firm.

Where there is an element of costs being shared between this insolvency estate and other parties, and determination of how those costs are to be allocated is being decided by the office holder, creditors' approval to such payments must be received prior to payment being remitted. I can confirm no shared costs are currently envisaged.

Remuneration charged by reference to the time incurred in attending to matters arising

The Administrators' remuneration which is proposed to be charged by reference to time incurred is set out within the fee estimate attached at **Appendix C**. Time costs incurred to date total £43,684.

The time charged is based on computerised records capturing time charged by myself and my staff in dealing with the conduct of those aspect of the case being charged on a time cost basis. Matters dealt with during the assignment are dealt with by different members of staff depending on the level of complexity and the experience required. Time is charged to the case in maximum units of six minutes. Charge-out rates are based on individual expertise, qualification and grade.

3. The Administrators' remuneration, expenses and pre-appointment costs

FRP

The costs of the firm's support staff are not directly charged to the estate unless dealing with directly identifiable case specific matters.

Charge out rates are reviewed at least annually, details of FRP's charge out rates are included at **Appendix C**.

Administrators' disbursements

The Administrators' disbursements are a recharge of actual costs incurred by the Administrators on behalf of the Company. Mileage payments made for expenses relating to the use of private vehicles for business travel, which is directly attributable to the administration of the Company, are paid by FRP at the HMRC approved mileage rate. It is proposed mileage is recharged and drawn at the HMRC approved mileage rate prevailing at the time the mileage was incurred.

Pre-administration costs charged or incurred by the Administrators

The Company resolved to pay FRP on a time cost basis and upon presentation of a monthly invoice for formulating the strategy and placing the Company into Administration.

Attached, at **Appendix D**, is a statement of pre-Administration costs charged or incurred by the Administrators relating to non-Trust related matters, totalling £1,526. None of these costs were paid by the Company prior to the Administration.

I am seeking to obtain approval from creditors for the payment of this amount and a stand-alone separate resolution is included on the proxy form attached.

In terms of costs incurred by the Administrators attending to matters related to the Trust and Trust assets, these were sought as part of the Court application, discussed above, under *Berkeley Applegate* jurisdiction.

Creditors' ability to challenge the Administrators' remuneration and expenses

Creditors have a right to request further information from the Administrators and further have a right to challenge the Administrators' remuneration and other expenses under the Insolvency Rules following receipt of a progress report.

Further details of these rights can be found in the Creditors' Guide to Fees which you can access by using the following link <https://creditors.frpadvisor.com/info.aspx> and select the one for administrations. Alternatively, a hard copy of the relevant guide will be sent to you on request.

4. Estimated outcome for the creditors

FRP

Estimated Outcome Statement

We attach, at **Appendix C**:

- an Estimated Outcome Statement for the Company, which has been prepared from the information provided by the directors, advice received in connection with the value of the Company's assets, estimated sums due to creditors and an estimate of our remuneration and other expenses that may be incurred during the course of this Administration. The assumptions made in preparing the estimated outcome statement details are set out in the Schedule of Work; and,
- an Estimated Outcome Statement for Plan Holders in respect of the Trust and Trust assets, which has been prepared from the information provided by Sterling, the Fund Managers; the Custodians and advice received in connection with the value of the Trust assets, estimated sums due to Plan Holders and an estimate of our remuneration and other expenses that may be incurred during the course of administering the Trust under the delegated authority deed. The assumptions made in preparing the estimated outcome statement details are set out in the Schedule of Work.

Based on the information available to date and the assumptions made I set out below the anticipated the outcome for creditors:

Outcome for the Secured Creditor

It is currently anticipated that there is unlikely to be a material return to Barclays from asset realisations in the Administration estate.

Outcome for Preferential Creditors

It is currently estimated that preferential creditors claims will be minimal in the Administration. Preferential claims will comprise the employees' preferential element for arrears of pay, unpaid pension contributions and holiday pay as calculated in accordance with legislation.

It is currently anticipated that preferential creditors' claims will be paid in full.

Outcome for Secondary Preferential Creditors

From 1 December 2020, HMRC ranks as a secondary preferential creditor in respect of the following:

- VAT.
- PAYE (including student loan repayments).
- Construction Industry Scheme deductions.
- Employees' NI contributions

It is currently estimated that the secondary preferential creditors will total approx. £169,071. It is currently uncertain whether there will be sufficient realisations to enable HMRC's secondary preferential claim to be repaid in full.

Repayment of HMRC's secondary preferential claim is estimated to be reliant on the recoverability of inter-company balances due to the Company from the Trust and other connected companies, the outcome of which remains uncertain.

4. Estimated outcome for the creditors

Outcome for Plan Holders

The Administrators currently estimate that the total sum that will be recovered for Plan Holders from the Trust assets will be between £10.6m and £16.1m (net of costs), compared to estimated claims against the Trust of £71.13m. This equates to a return of between 10p and 20 pence in the pound.

Plan Holders will rank as unsecured creditors against the Company for any deficiency from Trust asset realisations.

Outcome for Unsecured Creditors

Based on the assumptions made in the Estimated Outcome Statement, it is currently estimated that there may be sufficient funds available to make a distribution to unsecured creditors in due course from funds available under the Prescribed Part.

Based on the current estimate of the level of creditor claims this distribution is estimated at less than 1 pence in the pound due to the anticipated level of deficit from Trust asset realisations.

Prescribed Part

The Prescribed Part is a carve out of funds available to the holder of a floating charge which is set aside for the unsecured creditors in accordance with section 176A of the Act. The Prescribed Part only applies where the floating charge was created after 15 September 2003 and the net property available to the floating charge holder exceeds £10,000.

The Prescribed Part, based on net property estimated to be a maximum of between £159,774, has been calculated to be approximately £34,955. The Prescribed Part is available for all unsecured creditors and where there are only sufficient funds to enable a dividend to be paid to unsecured creditors from the Prescribed Part, this will be paid by the Administrators.

Appendix A

Statutory information about the Company and the administration

FRP**COMPANY INFORMATION:**

Other trading names:	Safe Hands Funeral Plans
Date of incorporation:	30 January 2014
Company number:	08869875
Registered office:	c/o FRP Advisory Trading Limited, 2nd Floor, 110 Cannon street, London, EC4N 6EU
Previous registered office:	12 Mariner Court, Calder Park, Wakefield WF4 3FL
Business address:	12 Mariner Court, Calder Park, Wakefield WF4 3FL
Directors:	Louisa Klouda, Duncan Webster and Richard Wells
Company secretary:	None

ADMINISTRATION DETAILS:

Names of Administrators:	Nedim Ailyan and Ben Stanyon
Address of Administrators:	FRP Advisory Trading Limited 2nd Floor, 110 Cannon Street, London, EC4N 6EU
Date of appointment of Administrators:	23 March 2022
Court in which administration proceedings were brought:	The High Court of Justice
Court reference number:	000729 of 2022
Date of notice of intention to appoint Administrators presented to Court:	14 March 2022
Administration appointment made by:	Directors
Consent to the notice to appoint an Administrator provided by the qualifying charge holder as follows:	
Holder of Qualifying Floating Charge	Date of consent
1. Sterling Trust Corporation Limited	20 March 2022
2. Barclays Bank Plc	16 March 2022

Appendix A

Statutory information about the Company and the administration

FRP

The appointment of the Administrators included a declaration that they are acting jointly and severally as Administrators of the Company in accordance with Paragraph 100 of Schedule B1 to the Act.

The directors have confirmed the Company's centre of main interest has been in the UK and accordingly the proceedings will be COMI proceedings as defined in the Rules.

**Safe Hands Plans Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments
To 18 May 2022**

(TRUST RELATED)

RECEIPTS	Statement of Affairs (£)	Total (£)
Cash at Bank		2,616,306.45
Bank Interest Gross		967.55
		<u>2,617,274.00</u>
 PAYMENTS		
Press release and media		250.00
Stationery & Postage		90,911.15
IT Costs		2,424.70
Wages & Salaries		17,282.12
PAYE & NI		6,653.39
VAT Recoverable		18,666.83
		<u>136,188.19</u>
 BALANCE IN HAND		 <u><u>2,481,085.81</u></u>

Appendix B

Administrators' Receipts & Payments Account

FRP

**Safe Hands Plans Limited
(In Administration)
Joint Administrators' Summary of Receipts & Payments
To 18 May 2022
(NON-TRUST RELATED)**

RECEIPTS	Statement of Affairs (£)	Total (£)
Cash at bank		168,508.75
Rates refund		232.41
Bank Interest Gross		28.17
		<hr/>
		168,769.33
 PAYMENTS		
Other Property Expenses (CAPA)		58.10
VAT Recoverable - Floating		11.62
		<hr/>
		69.72
 BALANCE IN HAND		<hr/>
		168,699.61

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

SHP Hands Plans Limited (In Administration)

SHP Hands Plans Limited (In Administration)					
Estimated Outcome Statement		NBV	Estimated Total		Notes
As at 10 May 2022		Feb-22	Low	High	
£s	£	£	£	£	
Floating Charge Realisations					
Accounts Receivable	186,975	18,697	10%	37,395	20% Balance being investigated. Low recovery assumed for now.
Capitalised Marketing/Branding	117,903	0		0	Nil recovery assumed.
Cash at Bank	176,506	168,362		168,362	
Computer Equipment	10,661	1,000		2,000	Minimal realisation estimated.
Computer Software	14,886	0		1,000	Minimal realisation estimated.
Intercompany Loans	831,753	158,168		356,288	Comprises 3 loans to related party companies.
Interest	N/A	328		428	
Office Equipment	6,818	1,000		2,000	Minimal realisation estimated.
Petty Cash	310	0		0	
Prepayments	31,392	1,802		3,372	Balance being investigated. Low recovery assumed for now.
Rent Deposits	7,776	0		0	Landlord likely to have counter-claim in excess of deposit.
Sundry Debtors	19,450	0		0	Balance being investigated. Assumed irrecoverable for now.
Unpaid Share Capital	200	0		0	Parent company in Administration. Nil recovery assumed.
	1,404,628	349,030		570,417	
Less: Costs of Realisation					
Administrators' Remuneration (Pre)		(1,500)		(1,000)	
Administrators' Remuneration (Post)		(148,000)		(100,000)	FRP - time costs estimated
Administrators' Disbursements		(1,500)		(1,000)	
Accountancy Fees		(10,000)		(7,500)	
Agent's Fees		(2,500)		(2,000)	
General Provision		(25,000)		(20,000)	
Insurance		(2,000)		(1,500)	
Legal Fees & Disbursements (Pre)		(10,000)		(10,000)	
Legal Fees & Disbursements (Post)		(100,000)		(100,000)	
	0	(300,500)		(243,000)	
Estimated Funds Available to Preferential Creditors	1,404,628	48,530		327,417	
Preferential Employee Claims	(987)	0		0	TUPE transfer potential
HM Revenue & Customs (PAYE, VAT)	(169,071)	(169,071)		(169,071)	
Estimated Funds Available under Prescribed Part	1,234,571	(120,541)		158,346	
Prescribed Part	0	0		(34,669)	
Estimated Funds Available for Floating Charge Creditors	1,234,571	(121,528)		148,677	
Barclays Bank Plc	(689,078)	(689,078)		(689,078)	
Estimated Funds Available for Unsecured Creditors	545,493	(810,606)		(540,401)	
Indebtedness to Unsecured Creditors					
Accounts Payable	(38,104)	(38,104)		(38,104)	
HMRC	(119,903)	(8,470)		(8,470)	
Plan Holders (deficit)	(65,359,529)	(65,359,529)		(65,359,529)	Estimated deficit to Plan Holders from Safe Hands Trust
SHP Capital Holdings Limited	(1,608,681)	(1,608,681)		(1,608,681)	
	(67,126,217)	(67,014,785)		(67,014,785)	
Pence in the £ Return to Unsecured Creditors		0.00%		0.05%	

Safe Hands Plans Limited (In Administration) The Administrators' Proposals

Appendix C

The Administrators' estimated remuneration, expenses and costs information

SHP Hands Plans Trust (Subject to Delegated Authority)				
Estimated Outcome Statement				
As at 10 May 2022				
	NBV	Estimated Total		Notes
	£	Low	High	£
Investment Realisations				
Cash at Bank	3,778,344	3,778,344	3,778,344	
Bonds/Fixed Interest (Interactive Advisors)	6,183,947	0	618,395	
Equity Investments (Interactive Advisors)	7,933,747	1,132,297	2,195,218	
Interest	N/A	6,968	5,968	
Equity Investments (TJM Partnership)	46,342,265	4,446,078	8,701,971	
- Corflon James Diversified Fund	313,565	203,817	282,209	10% Liquid fund. High percentage realisation assumed.
- Endermo Multi Asset Fund	576,024	0	57,602	10% Illiquid fund. Minimal realisation assumed.
- Fenchurch Legal Fund	7,575,188	0	757,519	10% Illiquid fund. Minimal realisation assumed.
- First Trust Global	407,272	264,727	366,545	10% Liquid fund. High percentage realisation assumed.
- Infinity Debt Fund	15,899,047	1,976,672	3,221,594	10% Liquid fund - See SHP Capital EOS
- iShares III Plc	226,452	147,194	203,807	10% Liquid fund. High percentage realisation assumed.
- Lexicon Capital	953,270	0	95,327	10% Illiquid fund. Minimal realisation assumed.
- Matus Income Fund	752,745	0	75,275	10% Illiquid fund. Minimal realisation assumed.
- Navigator Global Fund (Multi)	11,971,115	1,488,326	2,425,684	10% Illiquid fund - See SHP Capital EOS
- Navigator Global Fund (Global)	1,677,843	0	167,784	10% Illiquid fund. Minimal realisation assumed.
- Navigator Global Fund (Quemint)	3,396,900	0	339,690	10% Illiquid fund. Minimal realisation assumed.
- Navigator Global Fund (Darcy Jones)	2,030,780	0	203,078	10% Illiquid fund. Minimal realisation assumed.
- Pinco Funds	55,262	35,920	49,736	10% Liquid fund. High percentage realisation assumed.
- Vanguard Funds	506,801	329,421	456,121	10% Liquid fund. High percentage realisation assumed.
Investment (SHP Properties)	1,200,000	1,000,000	1,200,000	Company likely to be placed into a CVL but has assets.
Less Costs of Realisation	\$9,254,356	10,356,719	15,875,533	
Administrators' Remuneration (Pre)		(116,000)	(100,000)	FRP - time costs. Subject to Court approval.
Administrators' Remuneration (Post)		(1,000,000)	(750,000)	FRP - time costs estimated. Subject to Court approval.
Administrators' Disbursements		(2,500)	(2,000)	
Accountancy Fees		(10,000)	(7,500)	
Call Centre Costs		(150,000)	(100,000)	
Custodian Fees		(111,567)	(111,566)	
Dignity Funeral Costs		(300,000)	(250,000)	
Funeral Director Costs		(250,000)	(200,000)	
General Provision		(50,000)	(40,000)	
Insurance		(1,500)	(1,000)	
IT Costs		(7,473)	(4,973)	
Legal Fees & Disbursements (Pre)		(35,000)	(30,000)	
Legal Fees & Disbursements (Post)		(500,000)	(375,000)	
PAYE & NIC		(26,653)	(21,653)	
Pension Costs		(10,000)	(7,500)	
PR Costs		(15,250)	(10,250)	
Professional Fees		(10,000)	(7,500)	
Rent & Rates		(15,000)	(10,000)	
Stationery & Postage		(240,911)	(190,911)	
Utilities		(5,000)	(4,000)	
Wages & Salaries		(67,282)	(57,282)	
	0	(2,924,137)	(2,284,725)	
Estimated Funds Available to Plan Holders	\$9,254,356	7,432,582	13,590,808	
Indebtedness to Plan Holders				
Plan Holder Funds	(70,572,322)	(70,272,322)	(70,322,322)	
Safe Hands Plans Limited (In Administration)	(554,297)	(554,297)	(554,297)	
	(71,126,619)	(70,826,619)	(70,876,618)	
Pence in the £ Return to Plan Holders		10.49%	19.18%	

Safe Hands Plans Limited (In Administration) The Administrators' Proposals

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

Schedule of Work (Trust Related)

The table below sets out a detailed summary of the work undertaken by the Administrators since their appointment on 23 March 2022 to date and details of the work that is anticipated will be undertaken by the Administrators to 30 April 2022 in respect of work attributable to the Safe Hands Plans Trust ("the Trust") only.

As the Administrators are proposing to charge fees on a time cost basis, further details of the estimated time costs to be incurred are set out in the fee estimate accompanying this schedule.

Where work undertaken results in the realisation of funds (from the sale of assets or recoveries from successful actions taken against third parties), there may be a financial benefit to creditors should there be sufficient funds available to make a distribution to one or more class of creditor. In this case, work undertaken will include the scrutiny and agreement of creditor claims.

This schedule of work excludes the work required to be undertaken by an Insolvency Practitioner by statute and work that is not deemed to be directly attributable to the Trust assets. The Administrators will be seeking resolutions from the Company's creditors in respect of these additional time costs in due course.

Note	Category	
1	ADMINISTRATION AND PLANNING Work undertaken to date	ADMINISTRATION AND PLANNING Future work to be undertaken
	Administration & Planning Necessary administrative and strategic work undertaken at the outset of the administration to properly set up electronic and physical case records and files for the Trust. Issuing information requests to the Company directors and other parties including accountants, bankers, discretionary fund managers and custodians. Setting up a File Share to facilitate the receipt of with the Company's staff.	Administration & Planning Monitoring and considering responses to information requests. Maintaining the administration File Share and disseminating information as and when received. Completing the collection of the Company's books and records, including electronic records specifically relating to the Trust. Ensuring IT specialists have copied the Company's electronic records including financial records and staff email accounts.

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

<p>Discussions with the directors and other parties in respect of the adequacy and location of the Company's books and records, including electronic records specifically relating to the Trust.</p> <p>Arranging for IT specialists to make a copy of the Company's electronic records including financial records and staff email accounts.</p> <p>Instructing Pinsent Masons LLP as specialist lawyers to advise the Administrators.</p> <p>Arranging open cover insurance.</p> <p>Inputting key contact details into the Administrators system, IPS for all Trust plan holders.</p> <p>Media</p> <p>Initiating communication with PR agents to draft and issue press statements in response to any press interest received including enquiries received from national press journalists and with MPs.</p> <p>Strategy and planning</p> <p>Setting the strategy for the administration and organising teams to properly handle anticipated case matters.</p> <p>Discussion and alignment on systems and communications.</p> <p>Regular team meetings including the lead IP's to discuss initial findings and administrative operations, case control and accountability.</p> <p>Updates and regular meetings with the Financial Conduct Authority ("FCA") in the lead up to Administration regarding strategy and plan holder communication.</p>	<p>Reviewing instructions to Pinsent Masons LLP as required and instructing other specialists as required.</p> <p>Reviewing open cover insurance and defining cover as necessary to protect the Company's assets.</p> <p>Maintaining information in the Administrators work platform, IPS.</p> <p>Media</p> <p>Continued liaison with PR agents, the FCA and Dignity as required. Answering press enquiries as necessary including enquiries received from MP's other public representatives.</p> <p>Strategy and planning</p> <p>Reviewing the strategy of the administration daily, scheduling and hosting daily team catch ups to discuss operations and progress.</p> <p>Amending communications as necessary to reflect changes in circumstances of strategy.</p> <p>Regular updates and meetings with the FCA, Dignity and other parties to assess the strategy and progression of such and continue to work on the potential rescue the business.</p> <p>Undertaking further site visits of the Company's trading premises as required to ensure the smooth running of operations and facilitate the proper provision of information.</p> <p>Court Application – Berkeley Applegate jurisdiction</p> <p>Following a directions hearing on 5 May 2022, the Administrators will be attending a substantive hearing set by the Court on 8 June 2022.</p>
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Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

	<p>Liaison with Dignity Funerals Limited ("Dignity") to agree an interim solution to enable a "runway" for a potential solution for the plan holders.</p> <p>Undertaking a site visit of the Company's trading premises in Wakefield on the onset of the administration to notify staff of the administration process, align on strategy going forward and to ensure the smooth running of operations and facilitate the proper provision of information on the plan holders of the Trust.</p> <p>Court Application – Berkeley Appellate jurisdiction</p> <p>The Administrators completed an analysis of the reasonable costs, expenses and remuneration that they have incurred and will incur in dealing with the assets</p> <p>With the assistance of Pinsent Masons, the Administrators made an application to Court under paragraph 63 of Schedule B1 to the Act for directions and other relief, under the Berkeley Appellate jurisdiction in connection with certain assets under the control of the Administrators.</p> <p>The Administrators request for the approval of the costs and expenses incurred by the Administrators in the period from 14 February 2022 to 30 April 2022, in dealing with the Company's funeral plans and the Trust arrangement.</p>	
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Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

2	ASSET REALISATION Work undertaken to date	ASSET REALISATION Future work to be undertaken
	<p>Asset realisation</p> <p>Cash at bank</p> <p>Writing to Barclays and HSBC in order to arrange for the transfer of the cash held on behalf of the Trust which is held in a specific ring fence account operated by the Administrators.</p> <p>Transfer and delegation of the Trust fund</p> <p>Arranging the transfer to the Company of whatever right, title and interest that the Trust has in (a) the Trust fund; and (b) any other assets of the Trust that are held or were intended to be held for the benefit of the Company's customers and/or otherwise in connection with the business of the Company.</p> <p>Sale and/or potential rescue of the business</p> <p>Setting up a virtual data room ("VDR") and populating with information in respect of the Company's assets to include an historic actuarial valuation, details of customer funds invested and information delivered up in respect of Trust investments; employee financial and other information.</p> <p>Issuing Non-Disclosure Agreements ("NDA's") to potential interested parties including trade competitors and parties introduced by the FCA and those making direct approaches.</p> <p>Fortnightly meetings with funeral planning industry leaders and FCA with regards to a potential solution.</p>	<p>Asset realisation</p> <p>Trust assets</p> <p>Reviewing financial information received from the Trust custodians to form a firm view on value and recoverability.</p> <p>Producing a detailed analysis of the investment portfolio of £60-65m and taking steps to produce an estimated outcome statement on mostly illiquid assets.</p> <p>Working to identify and pursue any trust assets identified and working alongside Pinsent Masons LLP to achieve this.</p> <p>Holding meetings with the Trust custodians as required to investigate pre administration instructions.</p> <p>Sale and/or potential rescue of the business</p> <p>Updating the VDR with information as required and updating interested parties as necessary.</p> <p>Hosting meetings with interested parties as necessary to discuss information provided and to assess potential sale/solution.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

	<p>Jarvis Investment Management Ltd ("Jarvis") and Britannia Global Markets ("Brittania")</p> <p>Corresponding with Jarvis and Britannia in order to realise Trust funds held under custody under instruction of discretionary fund managers.</p>	
3	<p>TRADING Work undertaken to date</p> <p>Trading general</p> <p>Trade is being maintained insofar as it is necessary to fulfil the agreement of Dignity to provide funeral planning services to Company customers for a period of 6 months from the date of the administration.</p> <p>The Administrators have corresponded with creditors including critical suppliers including IT providers and utility companies to ensure services are maintained whilst the Company is in administration, giving assurance to pay costs as necessary.</p> <p>Staff integral to the business and assisting Dignity have been retained for that purpose and the Administrators have communicated with staff accordingly and arranged to maintain Company payroll in this period.</p> <p>Written communication has been sent to Funeral Directors instructed to deal with funeral planning services prior to and following the Administrators appointment to ensure outstanding and future incurred costs are settled accordingly.</p> <p>Communicating with the landlord accordingly whilst remaining in occupation of the Wakefield trading premises.</p>	<p>TRADING Future work to be undertaken</p> <p>Trading general</p> <p>Monitor and follow up on trading plan as necessary.</p> <p>Monitor the position in respect of staff and hold regular meetings as required.</p> <p>Review the trading position with Dignity regularly and assist where possible.</p> <p>Continue to correspond with critical suppliers including IT providers and utility companies to ensure services are maintained whilst the Company is in administration, giving assurance to pay costs as necessary.</p> <p>Continue to liaise with staff retained in the administration to ensure the operations are running smoothly. Maintain payroll as required.</p> <p>Continue to assist Funeral Directors instructed to deal with funeral planning services prior to and following the Administrators appointment to ensure outstanding and future incurred costs are settled accordingly.</p> <p>Continued communication with the landlord and rating authorities whilst remaining in occupation of the Wakefield trading premises.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

4	INVESTIGATIONS Work undertaken to date	INVESTIGATIONS Future work to be undertaken
	<p>Investigatory work</p> <p>Determining the value of assets held by the business via the Trust</p> <p>Making enquiries of and holding a preliminary meeting with the trustees of the Trust.</p> <p>Making enquiries of Discretionary Fund Managers (DFM's)</p> <p>Making enquiries of discretionary fund managers, TJM Partnership Limited (In Liquidation) ("TJM") and Interactive Advisors ("IA"), appointed by the Trust to act upon the investment of trust funds via written correspondence with assistance from Pinsent Masons.</p> <p>Engaging in correspondence and holding preliminary meetings with the Liquidators of TJM.</p> <p>Custodians</p> <p>Engaging in correspondence and holding preliminary meetings with Jarvis Investment Management Ltd and Britannia Global Markets as custodians for Trust funds under investment by the DFM's.</p> <p>Other</p> <p>Requesting copies of the Company's bank statements to prepare for a thorough investigation and assess whether there are any antecedent or voidable transactions that are identified which if pursued could swell the funds available for the insolvency estate.</p> <p>Reviewing public information held at Companies House on the Company directors, associates and associated companies.</p>	<p>Investigatory work</p> <p>Determining the value of assets held by the business via the Trust</p> <p>Continue to make enquiries into assets held on trust and to hold meetings and/or formal interviews as necessary to obtain and act upon information.</p> <p>DFM's and custodians</p> <p>Further meetings with the Liquidators of TJM as required to assess and carry out investigation strategy into the investment of funds and align on a joined-up approach.</p> <p>Further correspondence and meeting with the custodians as required to build a full picture of the nature of instructions given regarding investments.</p> <p>Directors' and other stakeholders' information</p> <p>Reviewing questionnaires submitted by the directors of the Company holding office within 3 years of the insolvency to assess where there may be further lines of enquiry.</p> <p>Undertaking formal interviews of the Company directors, key individuals and associates as deemed appropriate.</p> <p>Considering information provided all stakeholders that might identify further assets or lines of enquiry for the office holder to explore if benefit to the estate is possible.</p> <p>Consideration of whether any matters have come to light which require notification to the Secretary of State or National Crime Agency</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

		<p>Weigh up the merit of pursuing actions and the likely benefit to creditors or if further consultation with creditors is likely.</p> <p>Other</p> <p>Reviewing bank statements and other financial information received in order to assess the conduct of the business and directors.</p>
5	<p>CREDITORS Work undertaken to date</p> <p>Funeral plan holders</p> <p>Contacting 46,000 funeral plan holders by post including a detailed letter explaining the administration process, circulating detailed FAQ's in addition to notice of the Administrators' appointment.</p> <p>Updating FAQs and the Company's website with information regarding Dignity's extended assistance to plan holders.</p> <p>Funeral directors and other suppliers</p> <p>Contacting funeral directors and general suppliers with details of the administration.</p> <p>Customer service centre</p> <p>Organising a dedicated customer service centre operated by Deloitte with 10-15 full time operatives to attend to customer queries. Attending daily catch up calls with the Deloitte team to discuss inbound call volumes, calls answered, average handling time and other statistics to ensure adequate customer service levels. Currently the customer service centre has answered in excess of 13,000 customer calls.</p>	<p>CREDITORS Future work to be undertaken</p> <p>Funeral plan holders</p> <p>Maintaining relations with funeral plan holders by phone, email and post including updated website communication and FAQ's as required.</p> <p>Funeral directors and other suppliers</p> <p>Maintaining contacting with funeral directors and general suppliers with details of the administration.</p> <p>Customer service centre</p> <p>Attending daily catch-up calls with the customer service centre operated by Deloitte assessing operations and making decisions as required. Discussing inbound call volumes, calls answered, average handling time and other statistics to ensure adequate customer service levels.</p> <p>Dedicated email account for escalated customer enquiries</p> <p>Monitoring and clearing enquiries received in the case email account.</p> <p>Dealing with circa. 100 daily escalated customer email enquires.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

	Dedicated email account for escalated customer enquiries Setting up a dedicated case email account to receive escalated customer enquiries unable to be satisfied by the customer service centre and responding to queries in a timely fashion. Currently the Administrators' team of 3-5 full time employees have dealt with more than 1,300 email enquiries. Direct customer telephone calls Dealing with customer queries received direct via telephone to FRP's offices.	Direct customer telephone calls Continuing to deal with customer queries received direct via telephone to FRP's offices.
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Appendix C

The Administrators' estimated remuneration, expenses and costs information

Schedule of work (Non-Trust Related)

The table below sets out a detailed summary of the work undertaken by the office holder to date and details of the work it is anticipated will be undertaken by the office holders throughout the duration of this assignment. Details of assumptions made in compiling this table are set out below. The fee basis for the different categories of work are set out in this table together with an estimate of the estimated fee for each category of work where this can be estimated.

Where the fee basis proposed is time costs, further details of the estimated time costs to be incurred are set out in the fee estimate accompanying this schedule.

Where work undertaken results in the realisation of funds (from the sale of assets or recoveries from successful actions taken against third parties), there may be a financial benefit to creditors should there be sufficient funds available to make a distribution to one or more class of creditor. In this case, work undertaken will include the scrutiny and agreement of creditor claims.

A proportion of the work undertaken by an Insolvency Practitioner is required by statute, including ensuring the appointment is valid, notifications of the appointment to third parties, regular reporting on the progress, notifying statutory bodies where required in relation to the conduct of the directors, complying with relevant legislation and regulatory matters. This may not have a direct financial benefit to creditors but is substantially there to protect creditors and other stakeholders and ensuring they are kept informed of developments.

GENERAL ASSUMPTIONS IN COMPILING THIS SCHEDULE OF WORK

- The records received are complete and up to date
- There are no matters to investigate or pursue
- The work that may be undertaken by any subsequently appointed Liquidator has been excluded
- No financial irregularities are identified
- A committee of creditors is not appointed
- There are no exceptional queries from stakeholders
- Full co-operation of the directors and other relevant parties is received as required by legislation
- There are no health and safety or environmental issues to be dealt with
- The case will be closed within 1 year

Appendix C

The Administrators' estimated remuneration, expenses and costs information

1	ADMINISTRATION AND PLANNING Work undertaken to date	ADMINISTRATION AND PLANNING Future work to be undertaken
	General matters	General matters
	<p>Necessary administrative and strategic work undertaken at the outset of the Administration.</p> <p>Obtaining all relevant information in order to properly assess all options for the Company.</p> <p>Preparation of all immediate post appointment documentation as dictated by the Insolvency Act 1986 ("IA'86") and our own internal protocols.</p> <p>Identifying and locating all relevant Company records required for the ongoing administration processes and discussions with the directors and staff on the location of the Company's books and records, including electronic records.</p>	<p>Regularly reviewing the conduct of the case and the case strategy and updating as required by the insolvency practitioners regulatory professional body to ensure all statutory matters are attended to and to ensure the case is progressing. This aids efficient case management.</p> <p>Assisting employees with their claims and liaising with the Redundancy Payments office as required.</p> <p>Consider any ongoing liaison with third parties eg FCA etc that may be required</p> <p>Cancelling insurance cover over assets as they are realised to control insurance costs.</p>
	Regulatory Requirements	Regulatory Requirements
	<p>Consider Money Laundering Regulations and perform immediate checks.</p> <p>Review the General Data Protection Regulation ("GDPR") in the context of the Companies and consider necessary actions required.</p>	<p>Ongoing liaison on all aspects of environmental and health and safety that is applicable to the Company.</p> <p>Updating internal case strategy document/review forms throughout the duration of the case to efficiently progress the Administrations.</p> <p>Ongoing adherence to Money Laundering Regulations and any other regulations specific to the Companies.</p> <p>Ongoing review and adherence to GDPR.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

Ethical Requirements	Ethical Requirements
<p>Prior to the Joint Administrator's appointment, a review of ethical issues was undertaken and no ethical threats were identified. A further review has been carried out and no threats have been identified in respect of the management of the insolvency appointment over the Review Period.</p>	<p>Periodic reviews as necessary.</p>
Case Management Requirements	Case Management Requirements
<p>Determine case strategy and to document this.</p> <p>Obtaining legal advice on the validity of appointment to ensure all required documentation has been properly filed and submitted. In addition this would include a review of any security documentation to confirm the validity of any charges.</p> <p>Setting up and administering insolvent estate bank accounts throughout the duration of the case</p> <p>Requesting the directors complete and return a statement of affairs and assisting the directors where needed in producing the Company's statement of affairs.</p> <p>Compiling a forecast of the work that has been or is anticipated will be undertaken throughout the duration of the case, circulating this to creditors together with other such documentation as required to enable the relevant approving creditors to assess and vote on the fee bases proposed.</p> <p>Arranging for insurance on the assets in the estate.</p> <p>Correspondence with the former advisors to the Company requesting third party information to assist in general enquiries.</p>	<p>Continue to monitor and document any proposed changes of strategy and implementation thereof.</p> <p>Regularly reviewing the case as required by the RPBs to ensure all statutory matters are adhered to and the case is progressing.</p> <p>Maintaining and developing the case specific paper and electronic files.</p> <p>Continued adherence to internal procedures and external requirements.</p> <p>Administering bank accounts for the purposes of the Administration.</p> <p>Ensuring accounts are regularly reconciled to produce accurate reports to all creditors when required. Processing and recording all receipts and payments through the case management system.</p> <p>Correspondence with pre-appointment banker to request further information to assist in general enquiries.</p> <p>Continuing to correspond with accountants/auditors, bankers, insurers, solicitors and other advisors to the Company to request further information to assist in general enquiries and ongoing investigations, as required.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

2	ASSET REALISATION Work undertaken to date	ASSET REALISATION Future work to be undertaken
	<p>One of the main purposes of an insolvency process is to realise the insolvency assets and to ensure a fair distribution of the proceeds to the creditors in the correct order of priority as set out by legislation.</p> <p>Insurance was arranged by the IP to ensure available assets are protected until such time as they are realised.</p> <p>Requested information from the directors and the Company's employees to better understand the terms of loan agreements with each of the Company's borrowers.</p> <p><i>Cash at bank</i></p> <p>Writing to the bank of the Company and instructing the bank to freeze all pre-appointment bank accounts and transfer all balances into the administration bank accounts.</p> <p>An amount of £168,361.94 has been realised in respect of cash at bank, which was held in a client account in the name of the Company.</p> <p><i>Rates Refund</i></p> <p>CAPA were instructed by the Administrators to assist with reviewing potential recoveries related to property matters. An amount of £250 has been refunded to the Company.</p> <p><i>Chattel assets</i></p> <p>The Administrators have instructed Joh Pye to assist with the recovery and collection of all vehicles subject to lease in the Company's name. Two vehicles were identified and a successful return of one vehicle has been completed.</p>	<p><i>Chattel assets</i></p> <p>Continue to monitor and liaise with John Pye in relation to the vehicle that has yet to be confirmed as collected by the leasing company and in relation to the valuation of the computer equipment and office furniture in due course.</p> <p><i>Intercompany balances</i></p> <p>Once all executed documents have been received and reviewed, the Administrators will be calculating any late payment or interest charges on the due balances.</p> <p>Providing redemption statements to borrowers where requested.</p> <p>Issuing further letters to borrowers demanding repayment where in default, or otherwise continuing to advise of the Administrators interest in the loans.</p> <p>Dealing with any general matters or queries arising from the borrowers.</p> <p>Continuing to liaise with solicitors on the enforcement and recovery options in the event repayment is not made and/or the terms are contested by the borrower.</p> <p>Taking all steps as deemed necessary to recover any and all balances due to the Company, including instructing solicitors where necessary.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

	<p>The Administrators have identified the Company's chattel assets including computer equipment and office furniture and will be instructing John Pye to provide an independent inventory and valuation to progress with the orderly disposal once employees are no longer in use of these.</p> <p><i>Other assets</i></p> <p>The Administrators are in the process of reviewing Company records in respect of accounts receivable; deposits; remaining prepayments and debtors (including intercompany balances), as recorded on the last available balance sheet, to assess the prospects of recovery.</p>	
3	STATUTORY COMPLIANCE AND REPORTING Work undertaken to date	STATUTORY COMPLIANCE AND REPORTING Future work to be undertaken
	<p>The Administrator is required to provide creditors with the proposals for the conduct of the Administration for approval by creditors in accordance with legislation.</p> <p>To obtain creditor approval for the basis on which the office holder's fees will be calculated.</p> <p>To calculate and protect the value of assets that are not subject to a charge by obtaining a bond to the correct level.</p> <p>Advertising notice of the office holders appointment as required by statute.</p> <p>Establishing the existence of any pension schemes and staging dates for auto-enrolment and take appropriate action to notify all relevant parties.</p> <p>Notifying creditors of their rights to set up a creditors' committee.</p> <p>Writing to HMRC to advise of the Administration for the purposes of tax.</p>	<p>To provide a statutory reports to various stakeholders at regular intervals and manage any queries arising therefrom. Copies of these reports are required to be filed at Court and Registrar of Companies.</p> <p>To place legal advertisements as required by statute which may include formal meetings of creditors and notices to submit claims</p> <p>Dealing with post appointment VAT and or other tax returns as required.</p> <p>To deal with the statutory requirements in order to bring the case to a close and for the office holders(s) to obtain their release from office; this includes preparing final reports for stakeholders, statutory advertising and filing the relevant documentation with the Court and Registrar of Companies</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

4	INVESTIGATIONS Work undertaken to date	INVESTIGATIONS Future work to be undertaken
	<p>An IP has a duty to review the books and records and other information available to identify the assets that may be available to realise for the benefit of the insolvency estate.</p> <p>Furthermore there may be other antecedent or voidable transactions that are identified which if pursued could swell the funds available for the insolvency estate.</p> <p>All directors of the Company were requested to complete a questionnaire to assist in preparing the statutory return to Department of Business Energy and Industrial Strategy ("DBEIS") in accordance with the Company Directors Disqualification Act 1986 ("CDDA").</p> <p>Information provided to DBEIS is confidential but can be used to assist DBEIS in identifying conduct that should be investigated further and could result in individuals being disqualified from acting as a director.</p> <p>Conducting initial enquires into the conduct of the Company, its officers and associated parties through the interrogation of electronic and paper records.</p> <p><i>Other</i></p> <p>Obtaining copies of historic bank statements and carrying out an initial analysis of the same.</p>	<p>Requesting all directors of the Company both current and those holding office within 3 years of the insolvency to complete a questionnaire to assist in preparing the statutory return to the Department of Business Energy and Industrial Strategy ("DBEIS") in accordance with the Company Directors Disqualification Act. Information provided to DBEIS is confidential but can be used to assist DBEIS in identifying conduct that should be investigated further and could result in individuals being disqualified from acting as a director.</p> <p>Considering information provided all stakeholders that might identify further assets or lines or enquiry for the office holder to explore if benefit to the estate is possible.</p> <p>Consideration of whether any matters have come to light which require notification to the Secretary of State or National Crime Agency</p> <p>If necessary, appointing solicitors to assist the Administrators investigations.</p> <p><i>Undertaking formal interviews of the Company directors, key individuals and associates as deemed appropriate.</i></p> <p><i>Other</i></p> <p>Reviewing bank statements and other financial information received in order to assess the conduct of the business and directors.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

FRP

5	CREDITORS Work undertaken to date	CREDITORS Future work to be undertaken
	<p>Contacting all creditors and advising them of the appointment.</p> <p>Circulating a proof of debt form to all creditors and inviting them to submit their claims along with supporting documentation in order to lodge their claim in the Administration.</p> <p>Dealing with creditor queries as and when they have arisen.</p> <p><i>Unsecured creditors</i></p> <p>Obtaining a list of creditors and updating out internal case management system with the contact information in order to issue all correspondence.</p> <p>Inserting any balances owed to creditors into the internal case management system to include in the Statement of Affairs.</p> <p>Writing to all known creditors to notify of the appointment and the sale of the majority of business and assets.</p> <p>Providing creditors with proof of debt forms in order for them to lodge claims against the Company if applicable.</p> <p><i>Secured creditor:</i></p> <p>The Administrators have continued to liaise with Barclays Bank Plc to provide updates of the administration.</p> <p><i>Preferential creditors:</i></p> <p>The Administrators were informed that 9 employees were made redundant prior to their appointment. Those employees have been provided with details on how to submit claims to the Redundancy</p>	<p><i>Secured Creditors:</i></p> <p>Secured creditors hold a charge over assets of the insolvent estate, when that asset is sold during the insolvency the secured creditor will receive the proceeds that is subject to any valid security. If there is a surplus this will be retained in the insolvent estate. If there is a shortfall the balance is an unsecured debt in the insolvent estate.</p> <p>Prior to making a distribution to secured creditors the office holder will obtain advice on the validity of security before making payment.</p> <p>Before making a payment to a secured creditor who holds a floating charge the office holder will need to ascertain if a prescribed part, (essentially a ring fenced sum of money) must first be set aside for the benefit of the unsecured creditors.</p> <p><i>Preferential creditors:</i></p> <p>Finalising preferential claims and assisting with employee queries as and when required.</p> <p>Finalising and submitting RP15A form to RPO for unpaid pension contributions.</p> <p>If sufficient funds are available, to make a distribution to preferential creditors the office holder will agree claims, pay a distribution after making such deductions as necessary to settle any tax liabilities on the distribution.</p>

Appendix C

The Administrators' estimated remuneration, expenses and costs information

<p>Payments Service and the Administrators' dedicated employee relations team will work with these individuals over the coming weeks.</p> <p>Communications have been sent to those employees who continue to be employed by the Company. The Administrators have also been in regular correspondence with the Company's external supplier as regards to the process of payroll.</p> <p><i>Assets on finance:</i></p> <p>Establishing the position with regards assets on finance and with the assistance of John Pye, arranging for motor vehicles to be returned to relevant finance company.</p> <p><i>Pension:</i></p> <p>Establishing the position with regards any Employer pension scheme, notifying the relevant parties in accordance with the legislation.</p>	<p><i>Secondary preferential creditors:</i></p> <p>Liaising with HMRC to establish their claim and seeking tax advice to minimise claims and maximise returns to creditors where appropriate.</p> <p>If sufficient funds are available to make a distribution to secondary preferential creditor the office holder will agree the claims and pay a distribution.</p> <p><i>Unsecured creditors:</i></p> <p>Assist creditors with any queries and the completion of their proof of debt forms.</p> <p>Ongoing reporting and correspondence with creditors to ensure they are updated throughout the administration.</p> <p>Lodge all incoming claims into the internal case management system, ensuring all contact information is up to date in the process.</p> <p>If sufficient funds are available to make a distribution to the unsecured creditors the Administrators will write to all known creditors to notify of the possibility of a distribution and requested submission of claims.</p> <p>To date the Administrators are aware of 29 potential creditors according to the information currently available. As required, the Administrators will advertise for claims and adjudicate on them if there are sufficient funds to make a distribution, either agreeing or rejecting, in full or in part. There is a statutory time limit to enable creditors whose claims have been rejected to appeal, once this time limit has passed the Administrators will make a distribution to creditors.</p>
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Appendix C

The Administrators' estimated remuneration, expenses and costs information

		<p><i>Employees:</i></p> <p>Assisting 9 employees with their claims and other queries arising in relation to their contracts.</p> <p>Liaising with the Redundancy Payments Office.</p> <p><i>Leasehold properties:</i></p> <p>Establishing the position with regards leasehold properties and liaising with landlords.</p> <p><i>Pension:</i></p> <p>Liaising with the relevant scheme parties in accordance with the legislation. Where appropriate appointing an independent trustee to the scheme and winding it up.</p>
6	LEGAL AND LITIGATION Work undertaken to date	LEGAL AND LITIGATION Future work to be undertaken
		Assess the position as necessary should there be a need to bring any claim or legal action.
	TOTAL ESTIMATED FEES	£145,718

Appendix C**The Administrators' estimated remuneration, expenses and costs information****FRP Advisory Trading Limited ("FRP")****HOURLY CHARGE OUT RATES**

Grade	£/hour
Appointment taker/Restructuring Advisory Partner/Director	640-740
Managers/Directors	480-580
Other Professional	300-420
Junior Professional/Support	190-260

Time costs are maintained on computerised records of all time spent on the administration of each case. Matters dealt with during the assignment are dealt with by different members of staff depending on the level of complexity and experience required. Time is charged to the case in maximum of six minute units. Charge-out rates are based on individual expertise, qualification and grade. The costs of the firm's support staff are not directly charged to the estate unless dealing with directly identifiable case specific matters. Charge out rates are reviewed at least annually, details of FRP charge out rates applicable to this assignment are set out above.

Further information can be found in the Creditors' Guide to Fees which you can access using the following link <http://www.frpadvisor.com/fees-guide.html>. Alternatively, a hard copy of the relevant guide will be sent to you on request.

On occasions it may be necessary to change the rates applicable to the work undertaken and if this occurs during the period of the assignment this will be notified to creditors as part of the normal reporting procedures.

Appendix C

The Administrators' estimated remuneration, expenses and costs information

EXPENSES POLICY

Expenses are any payment from the estate which are neither an office holder's remuneration nor a distribution to a creditor or a member. Expenses also include disbursements.

Disbursements are payments which are first met by the office holder, and then reimbursed to the office holder from the estate.

Expenses are divided into those that do not need approval before they are charged to the estate (category 1) and those that do (category 2).

Category 1 expenses:

These are payments to independent third parties who are not an associate of the office holder and where there is specific expenditure directly referable to the appointment.

Category 1 expenses may include but are not limited to items such as case advertising, storage, bonding, company searches, and insurance.

Category 1 expenses can be paid without prior creditor approval.

Category 2 expenses

These are payments made to associates of the office holder or which have an element of shared costs.

With the exception of mileage, FRP do not charge category 2 disbursements. Mileage payments relate to the use of private vehicles for business travel and are directly attributable to the estate. They are paid by FRP at the HMRC approved mileage rate prevailing at the time the mileage was incurred, at the time of this report this is 45p per mile.

Before being paid, category 2 expenses require approval in the same manner as an office holder's remuneration whether paid directly from the estate or as a disbursement.

Appendix C

The Administrators' estimated remuneration, expenses and costs information

SAFE HANDS PLANS LIMITED (IN ADMINISTRATION)
JOINT ADMINISTRATORS FEE ESTIMATE AS AT 13 MAY 2022

Activity	Hours	Total Cost (£)	Average hourly rate £
ADMINISTRATION	43.7	21,358	500
ASSET REALISATION	4.0	2,578	632
STATUTORY COMPLIANCE AND REPORTING	123.9	57,525	464
TRADING	-	-	-
INVESTIGATION	69.2	32,656	463
CREDITORS	66.9	29,250	437
LEGAL AND LITIGATION	-	-	-
TOTAL	312.7	145,718	

Hourly Charge out rates:	£
Appt taker/partner	640-740
Manager/directors	480-580
Other professional	300-420
Junior Professional/support	190-260

The above fee estimate is based on the assumptions contained in the accompanying schedule of work.

The office holder anticipates that it will be necessary to seek further approval. The reasons it may be necessary to seek further approval are set out in the documentation accompanying this estimate.

Time costs are maintained on computerised records of all time spent on the administration of each case. Matters dealt with during the assignment are dealt with by different members of staff depending on the level of complexity and experience required. Time is charged to the case in minimum of 15 minute units. Charge-out rates are based on individual expertise, qualification and grade. The costs of the firm's support staff are not directly charged to the estate unless dealing with directly identifiable case specific matters. Charge out rates are reviewed at least annually, details of FRP Advisory's charge out rates applicable to this assignment are set out above.

Further information can be found in the Creditors' Guide to Fees which you can access using the following link <http://www.frpadvisory.com/fees-guide.html>. Alternatively, a hard copy of the relevant guide will be sent to you on request.

On occasions it may be necessary to change the rates applicable to the work undertaken and if this occurs during the period of the assignment this will be notified to creditors as part of the normal reporting procedures.

Appendix D

Schedule of pre-Administration costs

FRP

	Note	Basis	Time Incurred (£)	Disbursements (£)	Total (£)	Costs For Approval (£)
<u>Pre-Administration costs</u>						
FRP	1	Time costs	1,526.00	-	1,526.00	1,526.00
Pinsent Masons	2	Time costs	14,601.50	100.77	14,702.27	14,702.27
Unpaid pre-administration costs for which approval is being sought	3		16,127.50	100.77	16,228.27	16,228.27

Notes

1. FRP was engaged under the terms of an engagement letter dated 3 March 2022, to provide insolvency related advice to the Company and to explore the options available to it. It was agreed in the letter of engagement that the Administrators' pre-Administration fees would be charged on a time cost basis, however, fees are yet to be paid and approval of the payment of such is sought. The Administrators' fees were calculated on a time costs basis and a total of 2.8 hours were spent on this engagement relating to non-trust asset matters in the pre-Administration period, at an average hourly rate of £545.
2. Pinsent Masons was instructed by the Administrators to provide legal advice and assist the Administrators in placing the Company into Administration. The unpaid time costs incurred by Pinsent Masons total £14,601.50 and disbursements of £14,702.27 plus VAT. These costs represent a fair and reasonable reflection of the work undertaken prior to the appointment of Administrators.
3. The total unpaid pre-Administration costs for which approval is being sought is £16,228.27 plus VAT. The payment of these unpaid costs as an expense of the administration is subject to approval in accordance with the Rules and is not part of the Administrators' proposals subject to approval in accordance with Paragraph 53 of Schedule B1 to the Act. The Company is registered for VAT and the Administrators will be able to recover the VAT payable on the pre-Administration fees and expenses on a future VAT return. A detailed breakdown of the time spent by the Administrators is provided below.

Appendix D

Schedule of pre-Administration costs

FRP

Safe Hands Plans Limited - Pre (In Administration)

Time charged for the period up to 23 March 2022

	Managers / Directors	Total Hours	Total Cost £	Average Hrly Rate £
Creditors	2.80	2.80	1,526.00	545.00
CRE - Secured Creditors	2.80	2.80	1,526.00	545.00
Total Hours	2.80	2.80	1,526.00	545.00

FRP Charge out rates

Grade	From
1st November 2020	
Appointment taker / Partner	595-695
Managers / Directors	445-595
Other Professional	275-395
Junior Professional & Support	175-245

Appendix E

Details of the financial position of the Company

Prepared in accordance with Rules 3.30 and 3.35 of the Insolvency (England and Wales) Rules 2016

FRP

Estimated Statement of Financial Position as at 23 March 2022

Name of Company Safe Hands Plans Limited (In Administration)	Company Number 8869875
In the The High Court of Justice	Court Case Number 000729 of 2022

A – Summary of Assets

Assets	Book Value £	Estimated to Realise £
Assets Subject to Fixed Charge	Nil	Nil
Assets Subject to Floating Charge		
Accounts Receivable	186,975	18,697
Capitalised Marketing/Branding	117,903	Nil
Cash at Bank	176,506	168,362
Computer Equipment	10,661	1,000
Computer Software	14,886	Nil
Intercompany Loans	831,753	159,441
Office Equipment	6,818	1,000
Petty Cash	310	Nil
Prepayments	31,392	1,802
Rent Deposits	7,776	Nil
Sundry Debtors	19,450	Nil
Unpaid Share Capital	200	Nil
Estimated total assets available for preferential creditors	1,404,630	350,302

Appendix E

Details of the financial position of the Company

FRP

Prepared in accordance with Rules 3.30 and 3.35 of the Insolvency (England and Wales) Rules 2016

A1 – Summary of Liabilities

		Estimated to Realise
	£	£
Liabilities		350,302
Preferential Creditors:		
Employee Arrears	(987)	Nil
2nd Preferential Creditors:		
HMRC - PAYE/VAT	(169,071)	(169,071)
Estimated deficiency/surplus as regards preferential creditors		181,231
Estimated prescribed part of net property where applicable (to carry forward)	Nil	(41,246)
Estimated total assets available for floating charge holders		139,985
Debts secured by floating charges		
Bardays Bank Plc	(689,078)	(689,078)
Estimated deficiency/surplus of assets after floating charges		(549,093)
Estimated prescribed part of net property where applicable (brought down)	Nil	41,246
Total assets available to unsecured creditors		41,246
Unsecured non-preferential claims:		
Accounts Payable	(38,104)	(38,104)
HM Revenue & Customs (Other)	(119,903)	(119,903)
Plan Holders (Deficit)	(65,359,529)	(65,359,529)
SHP Capital Holdings Limited	(1,608,681)	(1,608,681)
Estimated deficiency after floating charge where applicable (brought down)		(549,093)
Estimated deficiency/surplus as regards creditors		(67,634,064)
Issued and called up capital	(200)	(200)
Estimated total deficiency/surplus as regards members		(67,634,264)

Appendix E

Details of the financial position of the Company

Prepared in accordance with Rules 3.30 and 3.35 of the Insolvency (England and Wales) Rules 2016

FRP

FRP Advisory Trading Limited		
Safe Hands Plans Limited (in Administration)		
Company Registered Number: 08869875		
B - Company Creditors		
Name	Address	£
Adobe Systems, Inc	345 Park Ave. San Jose, CA 95110-2704	-
Allmaldup	45 Hollin Drive, Wakefield, West Yorkshire, WF4 3PR	252.00
alldayPA	Isher House, Peel Cross Rd, Salford M5 4DT	-
Amazon Web Services	60 Holborn Viaduct, Holborn, London EC1A 2FD	7.48
Avensure Ltd	4th Floor, South Central, 11 Peter St, Manchester M2 5QR	-
Avyse Partners Ltd	c/o 41 Rodney Road, Cheltenham, Gloucester, GL50 1HX	1,536.00
Bardaycard	Bardaycard House, 1234 Pavilion Drive, Northampton, NN4 7SG	-
Bardays	1 Churchill Place, London E14 5HP	689,078.00
BT Direct	81 Newgate St, London EC1A 7AJ	919.89
Burn UK Limited	87 Turnmill street, London, EC1M 5QU	17,185.80
Cathedral Leasing Ltd	300 Relay Point, Relay Drive, Tamworth, Staffordshire, B77 5PA	46.80
Clickup	350 Tenth Ave 5th floor San Diego, CA 92101	-
Cloudflare	County Hall/The Riverside Building, Belvedere Road, London, SE1 7PB	-
CRM - Admin Gateway	12 Mariner Ct, Durkar, Wakefield WF4 3FL	-
Crush Design and Creative Marketing Ltd	31 West Bars, Chesterfield, Derbyshire S40 1AG	-
Dropbox	Virtual Company	-
Eon Energy	PO Box 966, Warrington, WA4 9DF	34.25
EPX Technical Services	Enterprise Park, Weston Rd, Stafford ST18 0BF	1,517.00
Force24	2, Indigo Blu, 14 Crown Point Rd, Leeds LS10 1EL	-
Heart Internet	Heart Internet Ltd, Waterfront House, Technology Drive, Beeston Business Park, Nottingham, NG9 1LA, United Kingdom	269.39
HMRC	Debt Management & Insolvency, Durrington Bridge House, Barrington Road, Worthing, West Sussex, BN12 4SE	288,974.00
J G Coulthick	-	5.72
Let's Run Social	Ave H, Stoneleigh, Kenilworth CV8 2LG	-
Microsoft	One Microsoft Way, Redmond, Washington, 98052-6399	-
mib Digital Ltd to LetsRunSocial	-	1,260.00
My DigiSafe	Cotgrave Business Hub, Suite B, Candleby Lane, Cotgrave, NG12 3JQ	-
Nationwide Franking Sense Ltd	Nationwide House, Moss Bank Way, Astley Bridge, Bolton BL1 8NP	331.45
Net2	-	-
PHMG	Oakland House, Talbot Rd, Old Trafford, Stretford, Manchester M16 0PQ	-
Precision Proco	Parkway Industrial Estate, Parkway Ct, Sheffield S9 4WJ	2,147.62
Razorblue Ltd	Battalion Court, Catterick, North Yorkshire, DL9 4QN	216.00
Restore DataShred	Unit 1 Data Drive Business Park, 1 Data Dr, South Kirkby, Pontefract WF9 3FD	55.62
Royal Mail	Group Communications, Royal Mail Group, 100 Victoria Embankment, London, EC4Y 0HQ	5.26
Rushcliffe Borough Council (Rental Rates)	Fountain Court, Gordon Road, West Bridgford, Nottingham, NG2 5LN	64.27
Smart Debit	Windlesham Court, 51 Guildford Road, Bagshot, Surrey, GU19 5NG	-
Sterling Trust Corporation Limited	6 Beaufighter Rd, Weston-super-Mare BS24 8EE	-
Studio Hawk	31 New Inn Yard, London EC2A 3EY	-
Sewell Wallis Recruitment Ltd	Yorkshire House, Greek Street, Leeds, LS1 5SH	5,040.00
SHP Capital Holdings Limited (in Administration)	-	1,608,681.00
TD Software	First Floor, Kings Head Centre, High St, Maldon CM9 5PN	-
The Cremation Society of Great Britain	16/16a Albion Place, Maidstone, Kent, ME14 5DZ	34.00
Vanilla Accounting	Appleton House, 25 Rectory Road, West Bridgford, Nottingham, NG2 6BE	134.40
Version Two Media Ltd	Salatin House, 19 Cedar Road, Sutton, Surrey, SM2 5DA	6,240.00
Venturian Group UK	1 Mariner Court, Calder Business Park, Wakefield WF4 3FL	1.00
Xero Accounting	Building 1, Cirde Square, Oxford Road, Manchester, M1 7ED	-
Yomdel	188 York Way, London, N7 9AS	-
YooZoom	8, Sheepscar Way, Leeds LS7 3JB	-
Zen Web services	Sandbrook Park, Sandbrook Way, Rochdale, OL11 1RY	800.00
Estimated deficit to Plan Holders from Safe Hands Plans Trust	-	65,359,529.24
49 Entries Totalling		67,984,366.19

FRP

Prepared in accordance with Rules 3.30 and 3.35 of the Insolvency (England and Wales) Rules 2016

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