

LIQ03

Notice of progress report in voluntary winding up



Companies House

TUESDAY



A14 *A83YVA8X*
23/04/2019 #197
COMPANIES HOUSE

1 Company details

Company number 0 9 2 3 7 5 8 2

Company name in full LSD Motors Limited

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

2 Liquidator's name

Full forename(s) Nicola Jane

Surname Kirk

3 Liquidator's address

Building name/number Unit 6 Twelve O'Clock Court

Street Attercliffe Road

Post town Sheffield

County/Region

Postcode S 4 7 W W

Country

4 Liquidator's name ●

Full forename(s) Ruth Elizabeth

Surname Harris

● Other liquidator
Use this section to tell us about
another liquidator.

5 Liquidator's address ●

Building name/number Unit 6 Twelve O'Clock Court

Street Attercliffe Road

Post town Sheffield

County/Region

Postcode S 4 7 W W

Country

● Other liquidator
Use this section to tell us about
another liquidator.

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6 Period of progress report

From date	^d 0	^d 3	^m 0	^m 3	^y 2	^y 0	^y 1	^y 8
To date	^d 0	^d 2	^m 0	^m 3	^y 2	^y 0	^y 1	^y 9

7 Progress report

☒ The progress report is attached

8 Sign and date

Liquidator's signature

Signature

X 

X

Signature date

^d 1	^d 7	^m 0	^m 4	^y 2	^y 0	^y 1	^y 9
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LIQ03

Notice of progress report in voluntary winding up



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 **David Hurley**

Company name **Abbey Taylor Limited**

Address
Unit 6 Twelve O'Clock Court
Attercliffe Road

Post town **Sheffield**

County/Region

Postcode **S 4 7 W W**

Country

DX

Telephone **0114 331 0000**



Checklist

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

- ☐ The company name and number match the information held on the public Register.
- ☐ You have attached the required documents.
- ☐ You have signed the form.



Important information

All information on this form will appear on the public record.



Where to send

You may return this form to any Companies House address, however for expediency we advise you to return it to the address below:

The Registrar of Companies, Companies House,
Crown Way, Cardiff, Wales, CF14 3UZ.
DX 33050 Cardiff.



Further information

For further information please see the guidance notes on the website at www.gov.uk/companieshouse or email enquiries@companieshouse.gov.uk

This form is available in an alternative format. Please visit the forms page on the website at www.gov.uk/companieshouse

LSD Motors Limited
(In Liquidation)
Joint Liquidators' Summary of Receipts & Payments

Statement of Affairs £		From 03/03/2018 To 02/03/2019 £	From 03/03/2017 To 02/03/2019 £
	ASSET REALISATIONS		
	Bank Interest Gross	0.14	0.24
2,494.15	Funds Held by Third Party	NIL	2,494.15
544.18	Invoice Finance Surplus	NIL	544.18
NIL	Tangible Assets	NIL	NIL
		<u>0.14</u>	<u>3,038.57</u>
	COST OF REALISATIONS		
	Company Searches	NIL	2.00
	Postage	NIL	24.49
	Statement of Affairs Fee	NIL	2,500.00
	Statutory Advertising	NIL	219.00
	Travel	NIL	24.30
		<u>NIL</u>	<u>(2,769.79)</u>
	PREFERENTIAL CREDITORS		
Uncertain	Employee Arrears/Hol Pay	NIL	NIL
		<u>NIL</u>	<u>NIL</u>
	UNSECURED CREDITORS		
(145,000.00)	Connected Parties	NIL	NIL
Uncertain	Employees	NIL	NIL
(25,710.85)	HM Revenue & Customs	NIL	NIL
(500.00)	HSBC Bank plc	NIL	NIL
(62,744.88)	Trade & Expense Creditors	NIL	NIL
		<u>NIL</u>	<u>NIL</u>
	DISTRIBUTIONS		
(100.00)	Ordinary Shareholders	NIL	NIL
		<u>NIL</u>	<u>NIL</u>
<u>(231,017.40)</u>		<u>0.14</u>	<u>268.78</u>
	REPRESENTED BY		
	Estate Bank a/c – Interest-Bearing		268.78
			<u>268.78</u>



Nicola Jane Kirk
Joint Liquidator

LSD MOTORS LIMITED – IN CREDITORS' VOLUNTARY LIQUIDATION
LIQUIDATORS' PROGRESS REPORT TO CREDITORS AND MEMBERS
FOR THE YEAR ENDING 2 MARCH 2019

STATUTORY INFORMATION

Company name:	LSD Motors Limited
Registered office:	c/o Abbey Taylor Limited, Unit 6, 12 O'Clock Court, 21 Attercliffe Road, Sheffield S4 7WW
Former registered office:	54 Finchwell Road, Handsworth, Sheffield South Yorkshire, S13 9AS
Registered number:	09237582
Joint Liquidators' names:	Nicola Jane Kirk Philip David Nunney (*to 18 June 2018) Ruth Elizabeth Harris (*from 18 June 2018)
Joint Liquidators' address:	Abbey Taylor Limited, Unit 6, 12 O'Clock Court 21 Attercliffe Road, Sheffield S4 7WW
Joint Liquidators' date of appointment:	3 March 2017 / * 18 June 2018
Actions of Joint Liquidators'	Any act required or authorised under any enactment to be done by a Liquidator may be done by either or both of the Liquidators acting jointly or alone.

***BLOCK TRANSFER**

Following an Order (No 539 of 2018) made in the High Court of Justice, Business and Property Courts in Leeds on 18 June 2018, Philip David Nunney, formerly of Abbey Taylor Limited, was removed as Joint Liquidator of the Company to be replaced by Ruth Elizabeth Harris of Abbey Taylor Limited.

In accordance with the order, I would advise creditors:

- to the extent that such information as aforesaid has not already been provided as part of this report, it is open to any creditor to apply to court for an order that the relevant Applicant, Respondent or Replacement Officeholder do provide an account of the administration of the estate, including:
 - o A summary of receipts and payments
 - o A statement that he has reconciled his accounts
- if any Applicant, Respondent or Replacement Officeholder has been required to provide the information referred to above, whether by a Liquidation Committee or Creditors' Committee or by Court order on the application of any creditor(s), the costs of any appointed officeholder of

so complying will, unless there are good reasons to the contrary, be paid as an expense of the winding-up;

- you have the right under regulation 11(2) of the Insolvency Regulations 1994 to require the appointed officeholders to supply a statement of receipts and payments free of charge

LIQUIDATORS' ACTIONS SINCE LAST REPORT

Our duties and functions as Liquidators are the realisation of the Company's assets, the agreement of the claims of creditors, investigation of the directors' conduct and the Company's affairs generally, and the eventual distribution of the Liquidation funds between the creditors in accordance with their legal entitlements.

During the reporting period, we have continued to investigate the circumstances of the sale of tangible assets prior to commencement of the liquidation.

There is certain work that we are required by the insolvency legislation to undertake work in connection with the liquidation that provides no financial benefit for the creditors. A description of the routine work undertaken since our last report is contained in Appendix 1.

RECEIPTS AND PAYMENTS

I enclose for your information, a summary of our receipts and payments from 3 March 2018 to 2 March 2019 together with the cumulative period 3 March 2017 to 2 March 2019. The balance of funds are held in an interest bearing estate bank account.

ASSETS

I would refer creditors to our previous progress reports for details of the asset realisations. In the period since our last progress report, the only realisation has been gross bank interest of 14p.

LIABILITIES

Secured Creditors

An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company granted a floating charge to Aldermore Bank plc on 17 April 2015.

The legislation requires that if the Company has created a floating charge after 15 September 2003, a prescribed part of the Company's net property (i.e. the money that would otherwise be available to the charge holder) should be ring-fenced for distribution to unsecured creditors. In this case, as it is believed that there are no monies due to the charge holder, the prescribed part provisions would not apply.

Preferential Creditors

At the time of preparation of the statement of affairs the estimated amount owing to preferential creditors was uncertain. To date, no such claims have been received in this regard.

Unsecured Creditors

The Directors' Statement of Affairs indicated estimated unsecured claims in the sum of £233,955.73. We have received the following claims although they have not been reviewed or agreed by the liquidators: -

£

HM Revenue & Customs	29,883.95
14 Trade & Expense Creditors	76,229.15
Total	<u>76,229.15</u>

There are 19 creditors with claims estimated in the Directors' Statement of Affairs to total £167,145.76 who have yet to prove in the Liquidation, including claims of £145,000 due to connected parties. One additional claim in the sum of £943.20 has been received which was not included in the Director's statement of affairs.

DIVIDEND PROSPECTS

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

- 50% of the first £10,000 of the net property; and
- 20% of the remaining net property;

up to a maximum of £600,000.

As noted above, it is understood the floating charge holder is not owed any money, and therefore the prescribed part provisions would not apply. On the basis of realisations and after taking into account the costs of the Liquidation, it is our opinion that a distribution shall not be made to unsecured creditors.

INVESTIGATION INTO THE AFFAIRS OF THE COMPANY

We undertook an initial investigation into the Company's affairs to establish whether there were any potential asset recoveries or conduct matters that justified further investigation, taking account of the public interest, potential recoveries, the funds likely to be available to fund an investigation, and the costs involved. Specifically, I recovered, listed and reviewed the Company's accounting records; obtained and reviewed copy bank statements for the 12 months prior to the Company ceasing to trade from the Company's bankers; and compared the information in the Company's last set of accounts with that contained in the statement of affairs lodged in the liquidation and made enquiries about the reasons for the changes.

There were no matters that justified further investigation in the circumstances of this appointment, other than the continued investigations in relation to the sale of certain assets prior to our appointment as joint Liquidators.

PRE-APPOINTMENT REMUNERATION

At the meeting of creditors held on 3 March 2017, it was resolved that a fee in the sum of £2,500 plus VAT and disbursements be paid to Abbey Taylor Limited in respect of assisting the director in convening the creditors' meeting, preparing a statement of affairs and report to creditors.

The above fee has been received in full.

Pre-appointment disbursements incurred and paid from the case, net of VAT where applicable, are summarised as follows:

	Incurred (£)	Discharged (£)	Unpaid (£)
Statutory Advertising	73.00	73.00	-
Company Searches	2.00	2.00	-
Travel	24.30	24.30	-
Postage	24.49	24.49	-
	123.79	123.79	-

Statutory advertising represents the cost of placing notices in the London Gazette as required by statute.

LIQUIDATORS' REMUNERATION

Our remuneration was approved on a combination of fixed fee and time cost basis, for different categories of work, details of which were set out in our last report to creditors prepared in connection with fee approval.

We were authorised to draw time costs for our work in respect of investigations into the affairs of the Company. This approval was based on our fees estimate of £3,795 at a "blended rate" of £244.84 per hour. The fees estimate acts as a cap and we cannot draw remuneration in excess of that estimate without first seeking approval from the creditors. Our total time costs for such work to 2 March 2019 amount to £1,470, representing 7.4 of hours work at a blended charge out rate of £198.65 per hour. The actual blended charge out rate incurred compares with the estimated blended charge out rate of £244.84 per hour in our fees estimate. There is a difference in the blended rate charged, compared with the estimated blended rate because investigations have yet to conclude and at this stage no additional expertise by the joint Liquidators has been necessary.

We have not drawn any remuneration in respect of work done for which our fees were approved on a time cost basis.

We were also authorised to draw a fixed fee of £10,000 for our work in respect of administration and creditors. We have not drawn any remuneration in respect of work done for which my fees were approved as a fixed fee.

A detailed schedule of my time costs incurred to date compared with my original fees estimate is attached as Appendix 2.

As at 2 March 2019, I do not anticipate that the total time costs I will incur in this matter in respect of the categories of work for which the Liquidators are being remunerated on a time cost basis will exceed the total estimated remuneration I set out in my fees estimate when my remuneration was authorised by the creditors.

Further information about creditors' rights can be obtained by visiting the creditors' information micro-site published by the Association of Business Recovery Professionals (R3) at www.creditorinsolvencyguide.co.uk. Details about how an office holder's fees may be approved for each case type are available in a series of Guidance Notes issued with Statement of Insolvency Practice 9, and they can be accessed at www.icaew.com/en/technical/insolvency/creditors-guides. Please note that there are different versions of the Guidance Notes and in this case you should refer to the April 2017 version.

LIQUIDATORS' EXPENSES

Details of the category 1 disbursements incurred in the reporting period and since our appointment are detailed below (expenses shown below are exclusive of VAT, where VAT applies):

Type of expense	Incurred 03/03/17 to 02/03/18	Incurred 03/03/18 to 02/03/19	Discharged 03/03/17 to 02/03/18	Unpaid 03/03/17 to 02/03/18
Specific Bond	£40.00	£10.00	Nil	£50.00
Statutory Advertising	£146.00	Nil	£146.00	Nil
Postage	£37.40	£20.52	Nil	£57.92
Total	£223.40	£30.52	£146.00	£107.92

Statutory advertising represents the costs of placing statutory notices in the London Gazette as required by statute. The specific bond represents the cost of obtaining a specific penalty bond which is an insurance required by statute that every insolvency office holder has to obtain for protection of the estate. As a result of the cessation of Philip Nunney acting as Joint Liquidator and Ruth Harris being appointed on 18 June 2018, an additional bond was incurred during the reporting period and is included above.

Category 2 disbursements incurred and paid from the case, net of VAT where applicable, are summarised as follows:

Type of expense	Incurred 03/03/17 to 02/03/18	Incurred 03/03/18 to 02/03/19	Discharged 03/03/18 to 02/03/19	Unpaid At 02/02/19
Storage (4 boxes)	£40.00	£40.00	Nil	£80.00
Total	£40.00	£40.00	Nil	£80.00

The following table represents a comparison between the expenses which were anticipated to be incurred during the course of the liquidation and those which have been incurred to date:

	Estimated (£)	Incurred to date (£)
Storage	80.00	80.00
Specific Bond	40.00	50.00
Postage	120.00	57.92
Statutory Advertising	219.00	146.00
	<u>459.00</u>	<u>333.92</u>

As at 2 March 2019, you can see from the information provided in this report that the expenses we have incurred in this matter have not exceeded the total expenses we estimated would be incurred when our remuneration was authorised by the creditors. However, it is anticipated that the expenses may exceed our original estimate as a result of the following:

- It was necessary to incur additional specific bond costs as a result of the Block Transfer referred to at the start of this report
- The original estimate was made on the assumption that the liquidation would proceed for a maximum of two years.

FURTHER INFORMATION

An unsecured creditor may, with the permission of the Court, or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question), request further details of the Joint

Liquidators' remuneration and expenses within 21 days of their receipt of this report. Any secured creditor may request the same details in the same time limit.

An unsecured creditor may, with the permission of the Court, or with the concurrence of 10% in value of the unsecured creditors (including the creditor in question), apply to Court to challenge the amount of remuneration charged by the Joint Liquidators as being excessive, and/or the basis of the Joint Liquidators' remuneration, and/or the amount of the expenses incurred as being excessive, within 8 weeks of their receipt of this report. Any secured creditor may make a similar application to court within the same time limit.

To comply with the Provision of Services Regulations, some general information about Abbey Taylor Limited can be found in the attached summary sheet.

SUMMARY

The Liquidation will remain open until we have concluded our investigations in to the affairs of the Company. Our investigations are nearing completion and it is anticipated that they will be fully resolved within the next 12 months. Once resolved the Liquidation will be finalised and our files will be closed.

If creditors have any queries regarding the conduct of the Liquidation, or if they want hard copies of any of the documents made available on-line, they should contact David Hurley on 0114 3310000, or by email at info@abbeytaylor.co.uk.



Nicola Kirk
JOINT LIQUIDATOR

Appendix 1

1. Administration

- Case planning - devising an appropriate strategy for dealing with the case and giving instructions to the staff to undertake the work on the case.
- Maintaining physical case files.
- Maintaining the case on the practice's electronic case management system
- Dealing with all routine correspondence and emails relating to the case.
- Maintaining and managing the office holder's estate bank account.
- Undertaking regular bank reconciliations of the bank account containing estate funds.
- Reviewing the adequacy of the specific penalty bond on a quarterly basis.
- Undertaking periodic reviews of the progress of the case.
- Overseeing and controlling the work done on the case by case administrators.
- Preparing, reviewing and issuing annual progress report to creditors and members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

2. Creditors

- Obtaining information from the case records about employee claims.
- Maintaining up to date creditor information on the case management system.

Appendix 2

LSD Motors Limited (In Creditors' Voluntary Liquidation)

Time Costs Comparison - Estimated v Actual

ESTIMATED

Description of the tasks	Estimated time to be taken	Estimated value of the time costs £	Blended charge out rate £
Listing the books and records recovered.	2.00	270.00	135.00
Preparing a return on the conduct of the directors as required by the Company Directors Disqualification Act	5.75	1,512.50	263.04
Conducting an initial investigation with a view to identifying potential asset recoveries by seeking and obtaining information from relevant third parties, such as the bank, accountants, agents, solicitors, etc	2.50	675.00	270.00
Reviewing books and records to identify any transactions or actions the office holder may take against a third party in order to recover funds for the benefit of creditors	5.25	1,337.50	254.76
Total:	15.50	3,795.00	244.84

ACTUAL TO 2 MARCH 2019

Description of the tasks	Time undertaken to carry out the work	Value of the time costs £	Blended charge out rate £
Listing the books and records recovered.	0.40	130.00	325.00
Preparing a return on the conduct of the directors as required by the Company Directors Disqualification Act	0.50	175.00	350.00
Conducting an initial investigation with a view to identifying potential asset recoveries by seeking and obtaining information from relevant third parties, such as the bank, accountants, agents, solicitors, etc	1.50	300.00	200.00
Reviewing books and records to identify any transactions or actions the office holder may take against a third party in order to recover funds for the benefit of creditors	5.00	865.00	173.00
Total:	7.40	1,470.00	198.65

ACTUAL 3 MARCH 2018 TO 2 MARCH 2019

Description of the tasks	Time undertaken to carry out the work	Value of the time costs £	Blended charge out rate £
Listing the books and records recovered.			-
Preparing a return on the conduct of the directors as required by the Company Directors Disqualification Act			-
Conducting an initial investigation with a view to identifying potential asset recoveries by seeking and obtaining information from relevant third parties, such as the bank, accountants, agents, solicitors, etc	1.00	175.00	175.00
Reviewing books and records to identify any transactions or actions the office holder may take against a third party in order to recover funds for the benefit of creditors			-
Total:	1.00	175.00	175.00

LSD Motors Limited
(In Liquidation)
Joint Liquidators' Summary of Receipts and Payments

RECEIPTS	Statement of Affairs (£)	From 03/03/2017 To 02/03/2018 (£)	From 03/03/2018 To 02/03/2019 (£)	Total (£)
Funds Held by Third Party	2,494.15	2,494.15	0.00	2,494.15
Invoice Finance Surplus	544.18	544.18	0.00	544.18
Tangible Assets	NIL	0.00	0.00	0.00
Bank Interest Gross		0.10	0.14	0.24
Employee Arrears/Hol Pay	Uncertain	0.00	0.00	0.00
Employees	Uncertain	0.00	0.00	0.00
		3,038.43	0.14	3,038.57

PAYMENTS

Statement of Affairs Fee		2,500.00	0.00	2,500.00
Postage		24.49	0.00	24.49
Travel		24.30	0.00	24.30
Company Searches		2.00	0.00	2.00
Statutory Advertising		219.00	0.00	219.00
Trade & Expense Creditors	(62,744.88)	0.00	0.00	0.00
Connected Parties	(145,000.00)	0.00	0.00	0.00
HSBC Bank plc	(500.00)	0.00	0.00	0.00
HM Revenue & Customs	(25,710.85)	0.00	0.00	0.00
Ordinary Shareholders	(100.00)	0.00	0.00	0.00
		2,769.79	0.00	2,769.79

Net Receipts/(Payments)	268.64	0.14	268.78
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MADE UP AS FOLLOWS

Estate Bank a/c – Interest-Bearing	268.64	0.14	268.78
	268.64	0.14	268.78

Provision of Services Regulations Summary Sheet for Abbey Taylor Limited

The following is designed to draw the attention of interested parties to the information required to be disclosed by the Provision of Services Regulations 2009.

Company Name: Abbey Taylor Limited

Company Type: Private Limited Company

Company Number: 04992674

Registered Office: Unit 6 Twelve O'clock Court
21 Attercliffe Road
Sheffield
England
S4 7WW

Telephone Number: 0114 331 0000

Fax Number: 0114 331 0260

Email: info@abbeytaylor.co.uk

VAT Number: 836 3500 38

Insolvency Practitioners

Tracy Ann Taylor, Nicola Jane Kirk and Ruth Elizabeth Harris are licensed in the United Kingdom to act as Insolvency Practitioners by The Institute of Chartered Accountants in England and Wales (ICAEW). Copies of the relevant insolvency license certificates and bond schedules as proof of the security required under Section 390(3) of the Insolvency Act 1986 are available for inspection at our offices.

Tracy Ann Taylor, Nicola Jane Kirk and Ruth Elizabeth Harris are also members of the Insolvency Practitioners Association.

Rules Governing Actions

All Insolvency Practitioners are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the professional body that licences Abbey Taylor Limited can be found at www.icaew.com/en/technical/insolvency/sips-regulations-and-guidance/insolvency-licensing-regulations-and-guidance-notes. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice.

Ethics

All Insolvency Practitioners are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at www.icaew.com/en/technical/insolvency/insolvency-regulations-and-standards.

Bribery

Our Practice is committed to carrying on its business fairly, openly and honestly. Our business culture is one where bribery is never acceptable.

We are dedicated to upholding the principles and provisions of The Bribery Act 2010. The Act details offences include bribes paid anywhere in the world by UK citizens or residents, including bribes paid by legal persons as well as individuals. Some of the Act's provisions are relevant to UK businesses (companies and partnerships) operating overseas, and also to foreign businesses operating in the UK.

Governing Law and Jurisdiction

Abbey Taylor Limited undertakes its activities as an Insolvency Practitioner in accordance with the laws of England and Wales. Any disputes will be governed by and construed in accordance with the laws of England and Wales.

Professional Indemnity Insurance

Travelers Insurance Company Limited
Exchequer Court
33 St Mary Axe
London
EC3A 8AG

Tel: +44 (0) 020 3207 6000

This professional indemnity insurance provides worldwide coverage, excluding professional business undertaken within the United States of America, Canada and any country, territory or jurisdiction in which American or Canadian law (Federal, State or Provincial) is applicable or in which a judgment based upon such law may be enforceable in connection with such work.

Complaints

Abbey Taylor Limited always strives to provide a professional and efficient service. However, we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. As such, should you have any comments or complaints regarding the administration of a particular case, then in the first instance you should contact the Insolvency Practitioner acting as office holder.

If you consider that the Insolvency Practitioner has not dealt with your comments or complaint appropriately, you should then put details of your concerns in writing to the Complaints Officer at Abbey Taylor Ltd, Unit 6 Twelve O'clock Court, Attercliffe Road, Sheffield, S4 7WW. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

It is our belief that most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the Insolvency Practitioner concerned. Any such complaints should be addressed:

- In writing to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA
- Using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner
- By emailing insolvency.enquiryline@insolvency.gsi.gov.uk
- By calling the Insolvency Service Enquiry Line on 0300 678 0015 (details of call charges can be found at www.gov.uk/call-charges)

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21 Attercliffe Road
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Fax Number: 0114 331 0260

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We are dedicated to upholding the principles and provisions of The Bribery Act 2010. The Act details offences include bribes paid anywhere in the world by UK citizens or residents, including bribes paid by legal persons as well as individuals. Some of the Act's provisions are relevant to UK businesses (companies and partnerships) operating overseas, and also to foreign businesses operating in the UK.

Governing Law and Jurisdiction

Abbey Taylor Limited undertakes its activities as an Insolvency Practitioner in accordance with the laws of England and Wales. Any disputes will be governed by and construed in accordance with the laws of England and Wales.

Professional Indemnity Insurance

Travelers Insurance Company Limited
Exchequer Court
33 St Mary Axe
London
EC3A 8AG

Tel: +44 (0) 020 3207 6000

This professional indemnity insurance provides worldwide coverage, excluding professional business undertaken within the United States of America, Canada and any country, territory or jurisdiction in which American or Canadian law (Federal, State or Provincial) is applicable or in which a judgment based upon such law may be enforceable in connection with such work.

Complaints

Abbey Taylor Limited always strives to provide a professional and efficient service. However, we recognise that it is in the nature of insolvency proceedings for disputes to arise from time to time. As such, should you have any comments or complaints regarding the administration of a particular case, then in the first instance you should contact the Insolvency Practitioner acting as office holder.

If you consider that the Insolvency Practitioner has not dealt with your comments or complaint appropriately, you should then put details of your concerns in writing to the Complaints Officer at Abbey Taylor Ltd, Unit 6 Twelve O'clock Court, Attercliffe Road, Sheffield, S4 7WW. This will formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner unconnected with the appointment.

It is our belief that most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the Insolvency Practitioner concerned. Any such complaints should be addressed:

- In writing to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA
- Using an on-line form available at www.gov.uk/complain-about-insolvency-practitioner
- By emailing insolvency.enquiryline@insolvency.gsi.gov.uk
- By calling the Insolvency Service Enquiry Line on 0300 678 0015 (details of call charges can be found at www.gov.uk/call-charges)