

LIQ03

Notice of progress report in voluntary winding up



Companies House

WEDNESDAY



A22 *A88XL05E* 03/07/2019 #281
COMPANIES HOUSE

1 Company details

Company number 0 2 7 6 7 1 0 3

Company name in full Forensic Telecommunications Services Limited

→ Filling in this form

Please complete in typescript or in
bold black capitals.

2 Liquidator's name

Full forename(s) Andrew

Surname Duncan

3 Liquidator's address

Building name/number Leonard Curtis

Street 5th Floor

Grove House

Post town 248a Marylebone Road

County/Region London

Postcode N W 1 6 B B

Country

4 Liquidator's name ①

Full forename(s) Neil

Surname Bennett

① Other liquidator

Use this section to tell us about
another liquidator.

5 Liquidator's address ②

Building name/number Leonard Curtis

Street 5th Floor

Grove House

Post town 248a Marylebone Road

County/Region London

Postcode N W 1 6 B B

Country

② 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	5	m	0	m	5	y	2	y	0	y	1	y	8
To date	d	0	d	4	m	0	m	5	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	0	d	2	m	0	m	7	y	2	y	0	y	1	y	9
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

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 **Luke Mahoney**Company name **Leonard Curtis**Address **5th Floor****Grove House****248a Marylebone Road**Post town **London**

County/Region

Postcode **N W 1 6 B B**

Country

DX

Telephone **020 7535 7000****Checklist**

We may return forms completed incorrectly or with information missing.

Please make sure you have remembered the following:

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

**Important information**

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

**Where to send**

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

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

**Further information**

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

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



LEONARD CURTIS
BUSINESS RESCUE & RECOVERY

**Forensic Telecommunications Services Limited
(In Creditors' Voluntary Liquidation)**

Company Number: 02767103

Former Registered Office: The Hart Shaw Building Europa Link, Sheffield Business Park, Sheffield S9 1XU

Trading Address: PO Box 242, Sevenoaks, Kent TN15 6ZT

**Joint Liquidators' Second Progress Report
pursuant to Section 104A(1) of the Insolvency Act 1986 (as amended)
and Rule 18.3 of the Insolvency (England and Wales) Rules 2016**

**Report period
5 May 2018 to 4 May 2019**

2 July 2019

**Andrew Duncan and Neil Bennett - Joint Liquidators
Leonard Curtis
5th Floor, Grove House, 248a Marylebone Road
London NW1 6BB
Tel: 020 7535 7000 Fax: 020 7723 6059**

creditors@leonardcurtis.co.uk

Ref: L/31/LM/FOR21/1010

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

1 INTRODUCTION

- 1.1 Andrew Duncan and Neil Bennett were appointed Joint Liquidators of Forensic Telecommunications Services Limited ("the Company") on 5 May 2017.
- 1.2 Andrew Duncan is authorised to act as an insolvency practitioner in the UK by the Institute of Chartered Accountants in England and Wales and Neil Bennett is authorised to act as an insolvency practitioner in the UK by the Insolvency Practitioners Association.
- 1.3 There has been no change in office holder since the date of liquidation.
- 1.4 This report provides an update on the conduct of the liquidation for the period from 5 May 2018 to 4 May 2019, as required by Section 104A(1) of the Insolvency Act 1986 (as amended) ("the Act") and Rule 18.3 of the Insolvency (England and Wales) Rules 2016 ("the Rules"). It contains details of the progress made, the expected outcome for creditors and other information that the Joint Liquidators are required to disclose and should be read in conjunction with the previous progress report dated 13 June 2018.

2 CONDUCT OF THE LIQUIDATION

- 2.1 The Company's registered office was changed to Leonard Curtis, 5th Floor, Grove House, 248a Marylebone Road, London NW1 6BB on 9 May 2017.

Assets Realised

- 2.2 No assets have been realised within the period of this report.

Assets Still to be Realised

- 2.3 There are no assets that remain to be realised in the liquidation.

3 RECEIPTS AND PAYMENTS ACCOUNT

- 3.1 A summary of the Joint Liquidators' receipts and payments for the entire period of the liquidation, including the period from 5 May 2018 to 4 May 2019, is attached at Appendix A.
- 3.2 All figures are stated net of VAT.

4 OUTCOME FOR CREDITORS

Secured Creditors

- 4.1 Royal Bank of Scotland Invoice Finance ("RBSIF") provided funding to the Company by way of an invoice discounting facility which was supported by a debenture dated 5 December 2012 incorporating fixed and floating charges over all the assets of the Company. As at the date of liquidation, RBSIF were owed £10,350, before applying any termination charges. RBSIF have recovered their lending in full from book debt recoveries.

- 4.2 National Westminster Bank plc ("NatWest") also hold a debenture dated 13 November 2012 incorporating fixed and floating charges over all the assets of the Company, however, at the date of liquidation no monies were owed to NatWest.

Preferential Creditors

- 4.3 As at the date of liquidation, there were 7 preferential creditors, with estimated claims totalling £11,800.
- 4.4 Claims totalling £6,711 have been received.
- 4.5 The funds realised have already been used or allocated for paying the expenses of the liquidation. As a result, there will be no dividend to the preferential creditors.

Prescribed Part

- 4.6 The Act provides that, where a Company has created a floating charge after 15 September 2003, a Liquidator must make a prescribed part of the Company's net property available to the unsecured creditors and not distribute it to the floating charge holder except in so far as it exceeds the amount required for the satisfaction of unsecured claims.
- 4.7 In this case, a prescribed part will not be necessary as RBSIF have been repaid in full from book debt recoveries.

Ordinary Unsecured Creditors

- 4.8 As at the date of liquidation, there were 22 ordinary unsecured creditors, with estimated claims totalling £829,027.
- 4.9 The funds realised have already been distributed or used or allocated for paying the expenses of the liquidation. As a result, there will be no dividend to the ordinary unsecured creditors.
- 4.10 The Joint Liquidators have collated and acknowledged (where requested) the claims of the ordinary unsecured creditors, although, in view of the fact that there will be no distribution to this class of creditor, unsecured claims have not been formally agreed.

5 INVESTIGATIONS

As previously reported, following the initial assessment, no detailed investigations were considered to be required by the Joint Liquidators. Nothing further has been brought to the attention of the Joint Liquidators during the period of this report.

6 JOINT LIQUIDATORS' REMUNERATION, EXPENSES AND DISBURSEMENTS, AND CREDITORS' RIGHTS

Remuneration

- 6.1 A fee of £7,500 in respect of the preparation of the statement of affairs and convening the virtual meeting of creditors was approved by creditors on 5 May 2017 and has been drawn in full.
- 6.2 On 31 May 2017, creditors resolved by way of business by correspondence, that the Joint Liquidators' remuneration be payable by reference to time properly given by them and their staff in attending to matters arising in the liquidation as set out in the Fees Estimate dated 11 May 2017 (for an amount totalling £28,111). The Joint Liquidators' time costs from 5 May 2018 to 4 May 2019 are £10,397, which represents 38.2 hours at an average hourly rate of £272.17. Attached at Appendix B is a time analysis which provides details of the activity costs incurred by staff grade during the period from 5 May 2018 to 4 May 2019, together with a detailed description of work undertaken attributable to each category of time costs and an explanation of why it was necessary for that

work to be performed. Total time costs from the commencement of the liquidation amount to £42,892.50. Fees totalling £16,000 have been drawn. No fees have been drawn during the period of this report.

- 6.3 At Appendix C is a comparison of categorised time costs incurred and the estimated time costs as per the original Fees Estimate. You will note that the categories of time costs incurred do not generally exceed those as set out in the Fees Estimate. The areas where significant variance has occurred are in respect of general administration. More time has been spent dealing with the customer data that the Company held and arranging for this to be retrieved by the customers, corresponding with the Information Commissioner and arranging for secure storage of the data. The amount of work that has been incurred was not originally anticipated at the time of preparing our Fees Estimate.
- 6.4 Whilst total time costs of £42,892.50 are in excess of the Fees Estimate, it is not expected that remuneration anticipated to be drawn by the Joint Liquidators' will exceed the Fees Estimate.

Expenses

- 6.5 A comparison of the Joint Liquidators' expenses from 5 May 2017 to 4 May 2019 and the Joint Liquidators' statement of likely expenses is attached at Appendix D. To assist creditors' understanding of this information, it has been separated into the following two categories:
- **Standard Expenses:** this category includes expenses payable by virtue of the nature of the liquidation process and / or payable in order to comply with legal or regulatory requirements.
 - **Case Specific Expenses:** this category includes expenses likely to be payable by the Joint Liquidators in carrying out their duties in dealing with issues arising in this particular liquidation. Included within this category are costs that are directly referable to the liquidation but are not paid to an independent third party (and which may include an element of allocated costs). These are known as 'category 2 disbursements' and they may not be drawn without creditor approval.

Disbursements

- 6.6 On 31 May 2017, creditors resolved that the Joint Liquidators be authorised to draw category 2 disbursements.
- 6.7 You will note that, in general, the nature and value of expenses incurred to date fall within those anticipated within the original statement of expenses. Agent's fees and expenses were anticipated to total £2,500, however, these costs were significantly higher at £8,484. This is mainly due to the work involved in dealing with the client data as they were instructed to assist in its retrieval, storage and access. The clients have, in part, covered these costs.
- 6.8 Attached at Appendix E is additional information in relation to the firm's policy on staffing, the use of subcontractors, disbursements and details of current charge-out rates by staff grade.
- 6.9 During the liquidation, the following professional advisors and / or subcontractors have been used:

Name of Professional Advisor	Service Provided	Basis of Fees
Axia Valuation Services	Valuation and sale of assets	Time Costs plus % of realisations
SJB Consultants UK Ltd	Debt Collection	% of realisations
Hart Shaw	Employee P45's	Time Costs
Clumber Consultancy Limited	Pension Advice	Time Costs

Creditors' Rights

- 6.10 Under Rule 18.9 of the Rules, within 21 days of receipt of this report, a secured creditor, or an unsecured creditor with either the concurrence of at least five per cent in value of the unsecured creditors (including the creditor in question), or with the permission of the Court, may request in writing that the Joint Liquidators provide further information about their remuneration or expenses, which have been itemised in this report.
- 6.11 Under Rule 18.34 of the Rules, any secured creditor, or any unsecured creditor with either the concurrence of at least 10 per cent in value of the unsecured creditors (including that creditor) or the permission of the Court, may within eight weeks of receipt of the progress report that first reports the fee basis, the charging of the remuneration or the incurring of the expenses in question, make an application to Court on the grounds that, in all the circumstances, the basis fixed for the Joint Liquidators' remuneration is inappropriate and/or the remuneration charged or the expenses incurred by the Joint Liquidators, as set out in the progress report, are excessive.
- 6.12 Unless the Court orders otherwise, the costs of the application shall be paid by the applicant and are not payable as an expense of the liquidation.

7 MATTERS STILL TO BE DEALT WITH

Matters still to be dealt with before conclusion of the liquidation include the following:

- Dealing with the secure destruction of the remaining customer data held on the Company's servers. This will include liaising with the National Crime Agency whom are currently storing the data; and
- The unpaid remuneration and expenses will need to be paid.

8 OTHER MATTERS

- 8.1 For your information, a creditor's guide to Liquidators' fees, which sets out the rights of creditors and other interested parties under the insolvency legislation, may be accessed via the following link:

<https://www.r3.org.uk/what-we-do/publications/professional-fees>

- 8.2 If you would prefer this to be sent to you in hard copy form, please contact Luke Mahoney of this office on 020 7535 7000.

- 8.3 Creditors are also encouraged to visit the following website, which provides a step by step guide designed to help creditors navigate through an insolvency process:

<http://www.creditorinsolvencyguide.co.uk>

- 8.4 The Joint Liquidators are bound by the Insolvency Code of Ethics, which can be found at:

<https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>

Data Protection

- 8.5 When submitting details of your claim in the liquidation, you may disclose personal data to the Joint Liquidators. The processing of personal data is regulated in the UK by the General Data Protection Regulation EU 2016/679 as supplemented by the Data Protection Act 2018, together with other laws which relate to privacy and electronic communications. The Joint Liquidators act as Data Controllers in respect of personal data they obtain in relation to this liquidation and are therefore responsible for complying with Data Protection Law in respect of any personal data they process. The Joint Liquidators' privacy notice, which is attached to this report at Appendix F, explains

Forensic Telecommunications Services Limited – In Creditors' Voluntary Liquidation

how they process your personal data. Terms used in this clause bear the same meanings as are ascribed to them in Data Protection Law.

Yours faithfully



ANDREW DUNCAN

Joint Liquidator

Andrew Duncan is authorised to act as an insolvency practitioner in the UK by the Institute of Chartered Accountants in England and Wales under office holder number 9319 and Neil Bennett is authorised to act as an insolvency practitioner in the UK by the Insolvency Practitioners Association under office holder number 9083.

Summary of Joint Liquidators' Receipts and Payments from 5 May 2017 to 4 May 2019

	Statement of Affairs	Previously Reported		5 May 2018 to 4 May 2019		Total
		Fixed	Floating	Fixed	Floating	
	£	£	£	£	£	£
RECEIPTS						
Debtors - Surplus from RBSIF	10,128	-	14,534.73	-	-	14,534.73
Plant and Machinery	1,150	-	1,500.00	-	-	1,500.00
Stock	5,500	-	10,000.00	-	-	10,000.00
Balance at Bank	80	-	-	-	-	-
Cash in Hand	6,000	-	6,000.00	-	-	6,000.00
	<u>22,858</u>	<u>-</u>	<u>32,034.73</u>	<u>-</u>	<u>-</u>	<u>32,034.73</u>
Provision of Data Services		-	3,911.49	-	-	3,911.49
Motor Vehicles		-	833.33	-	-	833.33
Deposit Interest Gross		-	1.98	-	-	1.98
TOTAL RECEIPTS		<u>-</u>	<u>36,781.53</u>	<u>-</u>	<u>-</u>	<u>36,781.53</u>
PAYMENTS						
Agents' Valuation Costs		-	(7,275.86)	-	-	(7,275.86)
Agents' Commission and Expenses		-	(1,208.66)	-	-	(1,208.66)
Debt Collection Expenses		-	(198.72)	-	-	(198.72)
Other Professional Fees		-	(990.00)	-	-	(990.00)
Statutory Advertising		-	(249.07)	-	-	(249.07)
Bordereau Fee		-	(90.00)	-	-	(90.00)
IT Licence Fee		-	(87.00)	-	-	(87.00)
Storage Charges		-	(883.29)	-	-	(883.29)
Sundry Expenses/Disbursements		-	(12.00)	-	-	(12.00)
Cost of Creditors' Meeting		-	(7,500.00)	-	-	(7,500.00)
Joint Liquidators' Remuneration		-	(16,000.00)	-	-	(16,000.00)
VAT Input		-	(490.73)	-	490.73	-
TOTAL PAYMENTS		<u>-</u>	<u>(34,985.33)</u>	<u>-</u>	<u>490.73</u>	<u>(34,494.60)</u>
Balance in Hand		<u>-</u>	<u>1,796.20</u>	<u>-</u>	<u>490.73</u>	<u>2,286.93</u>

APPENDIX B

SUMMARY OF JOINT LIQUIDATORS' TIME COSTS FROM 5 MAY 2018 TO 4 MAY 2019

Summary of Joint Liquidators' Time Costs from 5 May 2018 to 4 May 2019

	Director		Senior Manager		Manager 1		Administrator 1		Administrator 4		Total		Average Hourly Rate £
	Units	Cost £	Units	Cost £	Units	Cost £	Units	Cost £	Units	Cost £	Units	Cost £	
Statutory & Review	4	180.00	4	164.00			21	546.00	4	60.00	33	950.00	287.88
Receipts & Payments	-	-	-	-	-	-	5	130.00	-	-	5	130.00	260.00
Assets	2	90.00		-	-	-	-	-	34	510.00	36	600.00	166.67
General Administration	4	180.00		-	-	-	216	5,616.00	-	-	220	5,796.00	263.45
Post Appointment Creditor Reporting	3	135.00	9	369.00	42	1,533.00	23	598.00	-	-	77	2,635.00	342.21
Investigations	-	-	-	-	-	-	11	286.00	-	-	11	286.00	260.00
Total	13	585.00	13	533.00	42	1,533.00	276	7,176.00	38	570.00	382	10,397.00	
Average Hourly Rate (£)		450.00		410.00		365.00		260.00		150.00		272.17	

All Units are 6 minutes

APPENDIX B (cont)

DETAILED NARRATIVE OF WORK PERFORMED BY THE JOINT LIQUIDATORS AND THEIR STAFF IN THE
PERIOD 5 MAY 2018 TO 4 MAY 2019

Statutory and Review

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

- Case-management reviews. Four case reviews have been carried out.
- Review of time costs data to ensure accurate posting of time and to ensure compliance with Statement of Insolvency Practice 9.
- Review of work carried out by more junior members of staff to ensure quality of work and adherence to standards, legislation and best practice.

Receipts and Payments

This category of work has not resulted in a direct financial benefit for creditors; however, close monitoring of case bank accounts was essential to ensure that bank interest was maximised where possible, estate expenses were properly managed and kept to a minimum and amounts payable to creditors were identified and distributed promptly.

- Timely completion of all post-appointment tax and VAT returns.

Assets

- Dealing with customers' data.

General Administration

- Maintaining the Joint Liquidators' records.
- Liaising with the Company's former customers regarding data destruction.
- Liaising with the police and National Crime Agency regarding secure destruction of client data.

Post-Appointment Creditor Reporting

- Preparation of the Joint Liquidators' first progress report and associated documentation.

Investigations

- Conclusion of ongoing investigations.

APPENDIX C

SUMMARY OF JOINT LIQUIDATORS' TIME COSTS FOR THE PERIOD FROM 5 MAY 2017 TO 4 MAY 2019 INCORPORATING A COMPARISON OF THE JOINT LIQUIDATORS' FEES ESTIMATE

	FEES ESTIMATE			INCURRED TO 4 MAY 2019			VARIANCE
	Total			Total			
	Units	Cost	Average hourly rate	Units	Cost	Average hourly rate	
	No	£	£	No	£	£	£
Statutory and review	103	3,374.50	327.62	166	4,948.00	298.07	(1,573.50)
Receipts and payments	10	231.00	231.00	64	1,553.50	242.73	(1,322.50)
Insurance, bonding and pensions	13	327.00	251.54	30	758.00	252.67	(431.00)
Assets	27	773.00	286.30	65	1,468.00	225.85	(695.00)
Liabilities	40	974.00	243.50	65	1,533.00	235.85	(559.00)
Debenture Holder	12	388.00	323.33	18	468.00	260.00	(80.00)
General Administration	45	1,146.00	254.67	511	13,510.00	264.38	(12,364.00)
Appointment	22	645.00	293.18	46	1,333.00	289.78	(688.00)
Post Appointment Creditors Meeting	135	3,895.00	288.52	171	5,429.00	317.49	(1,534.00)
Investigations	660	16,357.50	247.84	340	10,047.00	295.50	6,310.50
Legal Services	-	-	-	45	1,845.00	410.00	(1,845.00)
	1,067	28,111.00	263.46	1,521	42,892.50	282.00	(14,781.50)

APPENDIX D

SUMMARY OF JOINT LIQUIDATORS' EXPENSES FROM 5 MAY 2017 TO 4 MAY 2019 INCORPORATING A COMPARISON OF THE OF JOINT LIQUIDATORS' STATEMENT OF LIKELY EXPENSES

Standard Expenses

Type	Charged by	Description	Estimated Amount £	Total Amount Incurred to Date £	Amount Incurred in This Period £	Amount Paid £	Amount Unpaid £
AML Checks	Business Tax Centre	Electronic client verification	10.00	5.00	-	5.00	-
Bond Fee	AUA Insolvency Risk Services	Insurance bond	40.00	90.00	-	90.00	-
Company Searches	Companies House	Extraction of company information from Companies House	5.00	-	-	-	-
Document Hosting	Pelstar Computing Ltd	Hosting of documents for creditors	28.00	14.00	7.00	7.00	7.00
Software Licence Fee	Pelstar Computing Ltd	Case management system licence fee	87.00	87.00	-	87.00	-
Statutory Advertising	Courts Advertising	Advertising	249.06	249.07	-	249.07	-
Storage Costs	Total Data Management	Storage of books and records	500.00	1,128.29	245.00	883.29	245.00
Postage	Royal Mail	Postage of Mail	-	151.19	151.19	-	151.19
Post redirection	Royal Mail	Redirection of post	185.00	-	-	-	-
		Total standard expenses	1,104.06	1,724.55	403.19	1,321.36	403.19

Case Specific Expenses

Type	Charged by	Description	Estimated Amount £	Total Amount Incurred to Date £	Amount Incurred in This Period £	Amount Paid £	Amount Unpaid £
Agents' Fees	Axia Valuation Services	Costs of valuing and realising assets	2,500 plus 10% of disposals	8,484.52	-	8,484.52	-
Debt Collection Fees	SJB Consultants UK Ltd	Costs of collection of debts	-	198.72	-	198.72	-
Legal Fees	N/a	Costs of appointed solicitors	-	-	-	-	-
Pension Fees	Clumber Consultancy Limited	Costs of appointment pension agents to deal with the Company's pension scheme.	250.00	700.00	-	700.00	-
Bookkeeping	Hart Shaw	Employee P45's	-	290.00	-	290.00	-
Staff Mileage	N/a	Category 2 disbursement requiring specific creditor / committee approval	-	-	-	-	-
Printing Charges		Cost of Printing	-	24.20	24.20	-	24.20
		Total case specific expenses	2,750 plus 10% of disposals	9,697.44	24.20	9,673.24	24.20

APPENDIX E

LEONARD CURTIS POLICY REGARDING FEES, EXPENSES AND DISBURSEMENTS

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

Staff Allocation and Charge Out Rates

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

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

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

	Standard	Complex
	£	£
Director	450	562
Senior Manager	410	512
Manager 1	365	456
Manager 2	320	400
Administrator 1	260	325
Administrator 2	230	287
Administrator 3	210	262
Administrator 4	150	187
Support	0	0

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

Subcontractors

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

Professional Advisors

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

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

Expenses

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

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

Forensic Telecommunications Services Limited – In Creditors' Voluntary Liquidation

Type	Description	Amount																								
AML checks	Electronic client verification in compliance with the Money Laundering Regulations 2007	£5.00 plus VAT per individual																								
Bond / Bcdereau fee	Insurance bond to protect the insolvent entity against and losses suffered as a result of the fraud or dishonesty of the IP	£10.00 to £1,200.00 dependent on value of assets within case																								
Company searches	Extraction of company information from Companies House	£1.00 per document unless document can be accessed via the free service																								
Document hosting	Hosting of documents for creditors/shareholders	<table> <tr> <th>Type</th><th>First 100</th><th>Every addtl 10</th></tr> <tr> <td>ADM</td><td>£14.00</td><td>£1.40</td></tr> <tr> <td>CVL</td><td>£7.00</td><td>£0.70</td></tr> <tr> <td>MVL</td><td>£7.00</td><td>£0.70</td></tr> <tr> <td>CPL</td><td>£7.00</td><td>£0.70</td></tr> <tr> <td>CVA</td><td>£10.00</td><td>£1.00</td></tr> <tr> <td>BKY</td><td>£10.00</td><td>£1.00</td></tr> <tr> <td>IVA</td><td>£10 p.a. or £25 for life of case</td><td></td></tr> </table>	Type	First 100	Every addtl 10	ADM	£14.00	£1.40	CVL	£7.00	£0.70	MVL	£7.00	£0.70	CPL	£7.00	£0.70	CVA	£10.00	£1.00	BKY	£10.00	£1.00	IVA	£10 p.a. or £25 for life of case	
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Post re-direction	Redirection of post from Company's premises to office-holders' address	0-3 months £204.00 3-6 months £303.00 6-12 months £490.00																								
Software Licence fee	Payable to software provider for use of case management system	£87.00 plus VAT per case																								
Statutory advertising	Advertising of appointment, notice of meetings etc. - London Gazette - Other	£83.02 plus VAT per advert Dependent upon advert and publication																								
Storage costs	Costs of storage of case books and records	£5.07 plus VAT per box per annum plus handling charges																								

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

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

Disbursements

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

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

Internal photocopying	10p per copy
General stationery, postage, telephone etc	£100 per 100 creditors/ members or part thereof
Storage of office files (6 years)	£81.25 per box
Business mileage	45p per mile

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

**LEONARD CURTIS
PRIVACY NOTICE FOR CREDITORS**

Information we collect and hold about you

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

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

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

Legal justification for processing your Personal Data

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

How we use your information

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

Who we share your information with

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

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

How long will we hold your Personal Data for?

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

Your rights in respect of your Personal Data

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

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

Your right to complain

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

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

Contacting us

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

Data Controller: LEONARD CURTIS