In accordance with Rule 18.7 of the Insolvency (England & Wales) Rules 2016 and Sections 92A, 104A and 192 of the Insolvency Act 1986.

# LIQ03 Notice of progress report in voluntary winding up



For further information, please refer to our guidance at www.gov.uk/companieshouse

1	Company details	
Company number	0 2 8 2 6 3 3 7	→ Filling in this form
Company name in full		Please complete in typescript or in bold black capitals.
	Testiden Edesis Gnaronistes Presidential Environ	
2	Liquidator's name	1
Full forename(s)	Mark	
Surname	Phillips	
3	Liquidator's address	
Building name/numbe	93 Tabernacle Street	
Street		
Post town	London	
County/Region		
Postcode	EC2ABA	
Country		
4	Liquidator's name <b>•</b>	
Full forename(s)	Scott	Other liquidator Use this section to tell us about
Surname	Bastick	another liquidator.
5	Liquidator's address ❷	
Building name/numbe	93 Tabernacle Street	Other liquidator
Street		<ul> <li>Use this section to tell us about another liquidator.</li> </ul>
Post town	London	
County/Region		
Postcode	EC2ABA	
Country		

LIQ03 Notice of progress report in voluntary winding up

6	Period of progress report						
From date	$\begin{bmatrix} \frac{1}{3} & 0 & 0 & \frac{1}{9} & \frac{1}{4} & \frac{1}{2} & \frac{1}$						
To date	$\begin{bmatrix} \frac{1}{2} & \frac{1}{9} & \frac{1}{0} & \frac{1}{4} & \frac{1}{2} & \frac{1}{9} & \frac{1}{3} \end{bmatrix}$						
7	Progress report						
	☑ The progress report is attached						
8	Sign and date						
Liquidator's signature	Signature						
	X						
Signature date	1   8   0   5   2   70   2   3						

## 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	Alison Groves
Company name	SKSi
Address	93 Tabernacle Street
Post town	London
County/Region	
Postcode	EC2AAAAA
Country	
DX	
Telephone	0204 548 1000

## ✓ 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.

## 

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.

# 7 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



# LONDON LABELS SHAREHOLDER RESTORATION LIMITED – In Creditors' Voluntary Liquidation

Joint Liquidators' Annual Progress Report to Members and Creditors For the Period 30 April 2022 to 29 April 2023 In Accordance with Rule 18.1 & 18.7(6) of the Insolvency Rules 2016

**Issued on: 18 May 2023** 

Delivered on: 19 May 2023

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- 8. Joint Liquidators' Pre-Appointment Remuneration
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- 11. Conclusion

#### **APPENDICES**

- a) Statutory Information
- b) Receipts and Payments Account
- c) Schedule of Joint Liquidators' Time Costs
- d) A Description of Routine Work Undertaken since Appointment
- e) Further Information

#### 1. INTRODUCTION

- 1.1 We, Mark Phillips and Scott Bastick of SKSi, 93 Tabernacle Street, London, EC2A 4BA, were appointed Joint Liquidators of London Labels Shareholder Restoration Limited ("the Company"), by the members and by deemed consent of the creditors on 30 April 2022.
- 1.2 Scott Bastick left SKSi on 18 November 2022 and Mark Phillips left SKSi in December 2022. We continue to act as Joint Liquidators and SKSi are continuing to deal with the Liquidation until the case is transferred to another Insolvency Practitioner or the case is finalised and closed.
- 1.3 Our duties and functions as Liquidators are the realisation of the Company's assets, the agreement of the claims of creditors where applicable, investigation of the directors' conduct and the Company's affairs generally, and the eventual distribution of realised funds between the creditors in accordance with their legal entitlements, where applicable.
- 1.4 The purpose of this report is to outline our work to date, our strategy and our expectations in relation to the prospects of recoveries for creditors and potentially the shareholder.

#### 2. JOINT LIQUIDATORS' ACTIONS SINCE APPOINTMENT

- 2.1. We have fulfilled our statutory duties in relation to statutory filing with regard to our appointment.
- 2.2. The Company had traded as a label printer, mostly recently at properties of which it was the registered proprietor at 300-302, Ewell Road, and 3, Sage Yard, Douglas Road, Surbiton ("the properties"). The Company was dissolved via compulsory strike off on 6 November 2018 pursuant to Section 1000 (3) of the Companies Act 2006 and struck off the register. It was subsequently restored to the register by an Order of the County Court at Central London on 25 November 2021.
- 2.3. The properties were valued at the instruction of the director and shareholder Stephen Nolan prior to our appointment. Upon our appointment an offer to purchase the properties was received from a developer for £1.2 million. That sum is in excess of the deficiency to creditors and, after what is expected to be a dividend payment in full plus statutory interest to creditors and the discharge of all Company liabilities, the balance of the proceeds of sale will be paid the shareholder. The Joint Liquidators and the shareholder were prepared to accept the offer of £1.2 million and the sale to the developer was duly completed with the assistance of our solicitors Spencer West on 28 September 2022.
- 2.4. We had advertised the declaration of a First and Final Dividend in the London Gazette and creditors had until 8 July 2022 to prove in the Liquidation but it was not paid for the reasons given below.
- 2.5. HMRC lodged a Proof of Debt, further particulars of which are set out at paragraph 5.7 below. The Joint Liquidators are aware, however, that the Company had sold its previous premises at 85, Jamestown Road, London NW1 7DB on 24 May 2013. Whilst the director had delivered up books and records to the best of his ability, the Company's tax records are incomplete.
- 2.6. In the circumstances, the Joint Liquidators have instructed Fiander Tovell Accountants to assist us in ensuring that the Company's tax affairs are completed after which we will deal

- with a distribution to creditors, an account will be made to the shareholder of the surplus and the Liquidation will then be closed.
- 2.7. Creditor claims £70,994.44 have been received to date. Given the size of the surplus likely to be paid to the shareholder, we authorised a payment on account to him of £7,000.
- 2.8. In addition to the case specific information set out above, there is certain work that we are required by the insolvency legislation to undertake in connection with the liquidation that provides no financial benefit for the creditors. A description of the routine work undertaken since our appointment as Liquidator is contained in Appendix D.

#### 3. RECEIPTS AND PAYMENTS ACCOUNT

- 3.1. Our Receipts and Payments Account for the period from 30 April 2022 to 29 April 2023 is attached at Appendix B.
- 3.2 We have lodged £910,000 being the majority of the Funds in a Treasury Account with Barclays Bank Plc.
- 3.3 The balance of the Funds are held in a Barclays Premium, interest-bearing liquidation account which has been reconciled with our Receipts and Payments Account.
- 3.2. All amounts are shown net of VAT unless otherwise stated.

#### 4. ASSETS

4.1. Information about the assets of the Company was provided in the Statement of Affairs and in the Explanatory Information, made available to creditors both prior to the liquidation and following our appointment as Joint Liquidators. The following is an update on that information.

#### **Property**

4.2. The Statement of Affairs estimated property assets to realise of £1,200,000. The sale of the properties was completed on 28 September 2023 for a sale price of £1,200,000.

#### **Plant & Machinery**

4.3. The Statement of Affairs indicated nil plant and machinery. Nothing has been realised from this source.

#### Cash at bank

4.4. Any sums which remained in the Company's bank account at the date of its dissolution vested in the Crown under the "bona vacantia" rules. We have received those funds in the sum of £5,551.70.

#### **Council tax refund**

4.5. The Royal Borough of Kingston upon Thames has made a claim in the Liquidation of £9,504.31. They have also advised that the Company was entitled to a refund of £3,209.92 and that sum has been received.

#### **Interest on Treasury deposit**

4.6. We have realized £2,147.60 being interest on the funds in the Barclays Treasury Account .

#### **Bank Interest**

4.7. During the reporting period, bank interest of £773.23 has been received on the funds held in the liquidation account.

#### 5. LIABILTIES

#### **Secured Creditors**

- 5.1. An examination of the Company's mortgage register held by the Registrar of Companies, showed that the Company had granted the following three charges:
  - GC Lettings Limited
  - Gladstar Limited
  - Lloyds Bank PLC
- 5.2. Insolvency 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.
- 5.3. The "prescribed part" that the Liquidator has to set aside for unsecured creditors is:
  - o 50% of the first £10,000 of the net property; and
  - 20% of the remaining net property

up to a maximum of £600,000.

5.4. The Joint Liquidators are satisfied that the three Charges have been satisfied in full and therefore as there are no Charges registered over the assets of the Company, the prescribed part provisions do not apply.

#### **Preferential Creditors**

5.5. We have received a claim from HMRC for VAT of £71,726.41 for the period 1 September 2013 to 29 April 2022, which is a secondary preferential claim.

#### **Unsecured Creditors**

#### **Trade & Expense Creditors**

5.6. To date, we have received claims totalling £70,994.44 from three creditors.

#### **Crown Creditors**

- 5.7. We have received a claim from HMRC for Corporation Tax penalties for the period 5 December 2012 to 4 December 2016 of £2,400.
- 5.8 As set out at 2.5 above, we have sought the assistance of Accountants to ensure that all tax liabilities are dealt with and discharged.

#### **Dividend prospects**

#### **Secured creditors**

5.9 There are no secured creditors.

#### **Preferential creditors**

5.10 It is expected that the preferential creditor will be paid in full.

#### **Unsecured creditors**

5.11 It is expected that non-preferential, unsecured creditors will be paid in full.

#### 6. INVESTIGATION INTO THE AFFAIRS OF THE COMPANY

- 6.1. 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.
- 6.2. There were no matters that justified further investigation in the circumstances of this appointment.
- 6.3. Within three months of our appointment as Joint Liquidators, we are required to submit a confidential report to the Secretary of State to include any matters which have come to our attention during the course of our work which may indicate that the conduct of any past or present Director would make them unfit to be concerned with the management of the Company. We confirm that our report has been submitted.

#### 7. JOINT LIQUIDATOR'S PRE-APPOINTMENT REMUNERATION

7.1 Our fixed fees of £7,000 for pre-appointment fees were approved by a Decision of the creditors on 30 August 2022.

#### 8. JOINT LIQUIDATOR'S POST-APPOINTMENT REMUNERATION

- 8.1. Our remuneration was approved, by creditors, on a time costs' basis based on a fees' estimate of £25,000, by way of a correspondence voting process on 30 August 2022. The fees estimate acted as a cap and we cannot draw remuneration in excess of that estimate without first seeking approval from the creditors.
- 8.2. During the period from 30 April 2022 to 29 April 2023, time incurred by the Joint Liquidators and our staff totalled £33,037.50, representing 180.49 of hours work at an average charge out rate of £183.04 an hour across all grades of staff.
- 8.3. To date, £21,435.00 has been drawn on account of these costs.
- 8.4. A detailed schedule of the time spent by the grades of staff allocated to the Liquidation and investigation of this matter, together with the appropriate charge out rate and resulting cost, is detailed at Appendix C, in accordance with Statement of Insolvency Practice No 9. ("Sip 9")
- 8.5. A description of the general routine work undertaken in the Liquidation is attached at Appendix D.
- 8.6. SKSi Practice Fee Recovery Policy can be found at <a href="https://www.sksi.co.uk/practice-fee-recovery-policy">https://www.sksi.co.uk/practice-fee-recovery-policy</a>.

#### 9. JOINT LIQUIDATOR'S EXPENSES

9.1. As summarised in the table below, we have incurred total expenses of £4,753.75 since our appointment as Joint Liquidators.

Type of Expense	Amount incurred (£)	Amount Paid (£)	Amount Outstanding (£)
Statutory Advertisement	258.00	258.00	0.00
Insurance of assets	3,595.75	3,595.75	0.00
Statutory Bonding	900.00	900.00	0.00
TOTAL	4,753.75	4,753.75	0.00

- 9.2 We have drawn expenses totalling £4,753.75 to date.
- 9.3 We have used the following agents or professional advisors in the reporting period:

Professional Advisor	Nature of Work	Basis of Fees	S Cost incurred £		
Hyde Park Construction	Contractor	Fixed	39,200.00		
Spencer West	Solicitors	Fixed	5,250.00		

- 9.4 These costs have been paid in full.
- 9.5 The choice of professionals used was based on our perception of their experience and ability to perform this type of work, the complexity and nature of the assignment and the basis of my fee arrangement with them. We have reviewed the fees charged and are satisfied that they are reasonable in the circumstances of this case.

#### 10. CONCLUSION

- 10.1. The Liquidation will remain open until tax clearance is obtained, a dividend paid to creditors and the balance of funds paid to the shareholder. We estimate that this will take approximately 6 months to one year and once resolved the Liquidation will be finalised and our files will be closed.
- 10.2. Creditors should refer to the Appendix E for further information with regards to the report and general information.
- 10.3. If creditors have any queries regarding the conduct of the Liquidation, or if they want hard copies of any of the documents made available online, they should contact Alison Groves by email at alison.groves@sksi.co.uk or by phone on 0204 548 1000.

<=3

Mark Phillips Joint Liquidator

Enc.

#### **APPENDIX A**

#### STATUTORY INFORMATION

Company Name: London Labels Shareholder Restoration Limited

Previous Name: N/A

Registered Number: 02826337

Date of Incorporation: 11 June 1993

Principal Trading Activity: Other service activities not elsewhere classified

Registered Office: 93 Tabernacle Street, London, EC2A 4BA

Former Registered Office: 923 Finchley Road, London, NW11 7PE

Directorships (previous 3

years):

Derek Bruce Brenner	10 August 2001	-
Stephen Robert Nolan	1 June 2011	-

Share Capital: 100 ordinary shares of £1 each

Stephen Robert Nolan	100	100

Charges:

Gc Lettings Limited	85 Jamestown Road, London	15 February 2013
Gladstar Limited	85 Jamestown Road, London	26 June 2012
Lloyds Bank PLC	85 Jamestown Road, London	31 March 1994

Joint Liquidators: Mark Phillips and Scott Bastick

Joint Liquidators' Address: SKSi 93 Tabernacle Street, London, EC2A 4BA

Date of Appointment: 30 April 2022

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 Liquidators acting jointly or alone.

#### **APPENDIX B**

#### RECEIPTS AND PAYMENTS ACCOUNT FOR THE PERIOD FROM 30 APRIL 2022 TO 29 APRIL 2023

# London Labels Shareholder Restoration Limited (In Liquidation) JOINT LIQUIDATORS' RECEIPTS AND PAYMENTS ACCOUNT

	Statement of affairs £	From 30/04/2022 To 29/04/2023 £	From 30/04/2022 To 29/04/2023 £
RECEIPTS Property Plant & Machinery Cash at Bank Council Tax Refund Bank Interest Gross Interest on Teasury Deposit	1,200,000.00 NIL	1,200,000.00 0.00 5,551.70 3,209.92 773.23 2,147.60	1,200,000.00 0.00 5,551.70 3,209.92 773.23 2,147.60
PAYMENTS Specific Bond Professional Fees Preparation of S. of A. Office Holders' Fees - Admin & Planning Office Holders' Fees - Creditors Office Holders' Fees - Investigation Land Registry Fees Legal Fees (1) Statutory Advertising Insurance of Assets HMRC Ordinary Creditors Ordinary Shareholders	(1.00) (11.00)	900.00 39,200.00 7,000.00 5,000.00 1,435.00 15,000.00 39.00 5,250.00 258.00 315.00 0.00 0.00 7,000.00	900.00 39,200.00 7,000.00 5,000.00 1,435.00 15,000.00 39.00 5,250.00 258.00 315.00 0.00 7,000.00
Net Receipts/(Payments)	=	1,130,285.45	1,130,285.45
MADE UP AS FOLLOWS			
Bank 1 Current Treasury Deposit VAT Receivable / (Payable)		203,446.25 912,147.60 14,691.60 1,130,285.45	203,446.25 912,147.60 14,691.60 1,130,285.45
		<	Mark Phillips

Page 1 of 1 IPS SQL Ver. 5.04 05 May 2023 10:45

Joint Liquidator

### **APPENDIX C**

# SCHEDULE OF JOINT LIQUIDATORS' TIME COSTS FOR THE PERIOD FROM 30 APRIL 2022 TO 29 APRIL 2023

# Time Entry - Detailed SIP9 Time & Cost Summary

L063 - London Labels Shareholder Restoration Limited From: 30/04/2022 To: 29/04/2023 All Post Appointment Project Codes

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	Junior Administrator	Senior Administrator	Total Hours	Time Cost (£)	Average Hourly Rate (£)
AP1 (NEW): Case Planning & Strategy	0.50	0.00	0.00	7.70	0.00	4.70	12.90	2,464.50	191.05
AP2 (NEW) : Maintenance of Records	0.00	0.00	0.00	4.75	0.00	0.00	4.75	570.00	120.00
AP3 (NEW) : Case Monitoring	1.27	0.00	0.00	11.60	0.00	3.70	16.57	3,043.25	183.66
AP4 (NEW) : Statutory Duties	0.25	0.00	0.00	15.50	0.00	4.80	20.55	3,289.75	160.09
AP5 (NEW) : Cashiering	0.24	0.00	0.00	28.20	0.00	0.20	28.64	3,179.00	111.00
AP6 (NEW): Tax Returns	0.52	0.00	0.00	4.70	0.00	0.30	5.52	866.50	156.97
AP7 (NEW) : Pension Schemes	0.00	0.00	0.00	0.40	0.00	1.20	1.60	378.00	236.25
Administration & Planning	2.78	0.00	0.00	72.85	0.00	14.90	90.53	13,791.00	152.34
CR3 (NEW) : Correspondence with Creditors	1.26	0.00	0.00	0.30	0.00	2.30	3.86	1,298.50	336.40
CR3 (NEW): Correspondence with Creditors CR5 (NEW): Adjudication of Claims/Distributions	0.36	0.00	0.00	3.60	0.00	2.30 0.50	3.86 4.46	1,298.50 749.50	336.40 168.05
CR5 (NEW) : Adjudication of Claims/Distributions	0.36	0.00	0.00	3.60	0.00	0.50	4.46	749.50	168.05
Creditors	1.62	0.00	0.00	3.90	0.00	2.80	8.32	2,048.00	246.15
I1 (NEW) : SIP 2 Review	0.00	0.00	0.00	30.50	0.00	2.90	33.40	4,457.50	133.46
I2 (NEW) : CDDA Report	0.50	0.00	0.00	4.80	0.00	0.50	5.80	961.00	165.69
Investigations	0.50	0.00	0.00	35.30	0.00	3.40	39.20	5,418.50	138.23
RA2 (NEW) : Floating Charge Realisation	1.54	0.00	0.00	0.00	0.00	0.00	1.54	765.00	496.75
RA4 (NEW) : General/Free Assets Realisations	0.00	0.00	0.00	0.50	0.00	0.70	1.20	252.50	210.42
RA5 (NEW) : Sale of Business and/or Assets	0.00	0.00	0.00	0.00	0.00	28.10	28.10	7,727.50	275.00
RA6 (NEW) : Identify, Insure, Securing Assets	0.00	0.00	0.00	1.00	0.00	10.60	11.60	3,035.00	261.64
Realisation of Assets	1.54	0.00	0.00	1.50	0.00	39.40	42.44	11,780.00	277.57
Total Hours	6.44	0.00	0.00	113.55	0.00	60.50	180.49	33,037.50	183.04
Total Fees Claimed								0.00	

#### APPENDIX D

#### A DESCRIPTION OF ROUTINE WORK UNDERTAKEN SINCE APPOINTMENT

#### 1. ADMINISTRATION AND PLANNING

- Case planning devising appropriate strategies for dealing with the case and giving instructions to the staff to undertake the work on the case.
- Setting up electronic case files.
- Setting up the case on the practice's electronic case management system and entering data.
- Issuing the statutory notifications to creditors and other required on appointment as office holder, including gazetting the office holder's appointment.
- Obtaining a specific penalty bond (this is insurance required by statute that every insolvency office holder has to obtain for the protection of each estate).
- Seeking a decision from creditors to fix the basis of the officeholder's remuneration.
- Supervising the work of sub-contractors instructed on the case to assist in dealing with pension schemes; obtaining reports and updates from them on the work done; and checking the adequacy of the work done.
- Dealing with all routine correspondence and emails relating to the case.
- Opening, maintaining and managing the office holder's estate bank account.
- Creating, maintaining and managing the office holder's cashbook.
- Undertaking regular 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 reports to creditors and members.
- Filing returns at Companies House.
- Preparing and filing VAT returns.
- Preparing and filing Corporation Tax returns.

#### 2. REALISATION OF ASSETS

- Arranging suitable insurance over assets.
- Regularly monitoring the suitability and appropriateness of the insurance cover in place.
- Instructing agents to value known assets.
- Instructing solicitors to assist in the realisation of assets.

#### 3. CREDITORS

- Dealing with creditor correspondence, emails and telephone conversations regarding their claims.
- Maintaining up to date creditor information on the case management system.
- Issuing a notice of intended dividend and placing an appropriate gazette notice.

#### 4. INVESTIGATIONS

- Recovering the books and records for the case.
- Listing the books and records recovered.
- Submitting an online 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, solicitors, etc.
- 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
- Instructing accountants to assist with tax clearance

#### **APPENDIX E**

#### **FURTHER INFORMATION**

#### **Creditors Rights**

- 1. 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 <a href="https://www.r3.org.uk/technical-library/england-wales/technical-quidance/creditor-quides">https://www.r3.org.uk/technical-library/england-wales/technical-quidance/creditor-quides</a>
- 2. 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 <a href="https://www.sksi.co.uk/links-eng-creditors">https://www.sksi.co.uk/links-eng-creditors</a>
- 3. There are different versions of these Guidance Notes, and in this case please refer to the Creditors Guide to Liquidators Fees Effective from 1 April 2021.
- 4. In addition, SKSi Practice Fee Recovery Policy can be found at: https://www.sksi.co.uk/practice-fee-recovery-policy.
- 5. An unsecured creditor may, with the permission of the court or with the concurrence of 5% in value of the unsecured creditors (including the creditor in question) request further details of the Liquidators' remuneration and expenses, within 21 days of receipt of this report. Any secured creditor may request the same details in the same time limit.
- 6. An unsecured creditor may, with the permission of the court or with the concurrence of 10% in value of the creditors (including the creditor in question), apply to court to challenge the amount and/or basis of the Liquidators' fees and the amount of any proposed expenses or expenses already incurred, within 8 weeks of receipt of this report. Any secured creditor may make a similar application to court within the same time limit.

#### **Complaints Procedure**

- 1. At SKSi we always strive 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. If you should have cause to complain about the way that we are acting, you should, in the first instance, put details of your complaint in writing to our complaints officer Frederick Satow of SKSi, 93 Tabernacle Street, London, EC2A 4BA. 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.
- 2. Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that you have exhausted our complaints procedure and you are not satisfied that your complaint has been resolved or dealt with appropriately, you may complain to the regulatory body that licences the insolvency practitioner concerned. Any such complaints should be addressed to The Insolvency Service,
- 3. IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA; or you may email ip.complaints@insolvency.gov.uk; or you may phone 0300 678 0015 calls are

charged at between 1p and 10.5p per minute from a land line, for mobiles, between 12p and 41p per minute if you're calling from the UK.

#### **Data Protection**

- 4. Following the UK's exit from the EU, the UK is now subject to UK GDPR which sits alongside the Data Protection Act 2018 ("GDPR"), and I would like to draw your attention to the following:
- 5. In providing our services, we act as an independent data controller in relation to client personal data, i.e. we are an organisation who decides the purpose for which any personal data is to be processed and the way in which it is to be processed. The term 'personal data' means any information relating to a living individual, natural person (data subject).
- 6. SKSi is committed to compliance with GDPR, together with any applicable national laws, regulations and secondary legislation in the UK relating to the processing of personal data.
- 7. We rely upon our legitimate interest in processing your data in ways which you would reasonably expect, where processing is necessary in our insolvency appointments and where our interests do not affect your interests, rights or freedoms. We are committed to safeguarding the privacy and security of any personal data which we process for this reason.
- 8. For further information on how we deal with personal data please see our privacy policy which can be found here: <a href="https://sksi.co.uk/privacy-policy">https://sksi.co.uk/privacy-policy</a>
- 9. Should creditors have any queries regarding the use of their personal data please contact us on 0204 548 1000 or via email at alison.groves@sksi.co.uk

#### **General Information**

10. To comply with the Provision of Services Regulations, some general information about SKSi, including about our complaints policy and Professional Indemnity Insurance and the Insolvency Code of Ethics, can be found at <a href="https://www.sksi.co.uk/terms-and-conditions">https://www.sksi.co.uk/terms-and-conditions</a>