

LINES HENRY LIMITED t/a LINES HENRY

STANDARD TERMS OF BUSINESS FOR INSOLVENCY AND ADVISORY ASSIGNMENTS

The following information is provided in accordance with our obligations under The Provision of Services Regulations 2009 and also sets out the standard terms and conditions under which we conduct every assignment.

- Legal form:** Limited liability company incorporated in England & Wales (No: 05494604)
The company's registration can be viewed at www.companieshouse.gov.uk
- Directors:** Neil Henry
Michael Simister
Lisa McAllister
- Services:** Insolvency Practitioners
- Registered office:** At Altrincham address below
- Trading addresses:** Altrincham Office Wigan Office

5 Tabley Court Second Floor Office
Victoria Street Wigan Investment Centre
Altrincham Wigan
Cheshire WN3 5BA
WA14 1EZ
- Telephone:** 0161 929 1905 01942 236 758
- Facsimile:** 0161 929 1977
- Website:** www.lineshenry.co.uk
- Email:** help@lineshenry.co.uk
- VAT number:** GB 984 3078 87
- Authorisation:** Neil Henry and Michael Simister are licensed and regulated as insolvency practitioners in the United Kingdom by the Insolvency Practitioners' Association (IP No 8622 and 9028 respectively). Lines Henry Ltd is also a member firm of the Insolvency Practitioners Association.
Their registrations can be viewed at www.insolvency-practitioners.org.uk
- Consumer credit:** As Lines Henry Limited is regulated by the Insolvency Practitioners Association it is exempt from having to register with the Financial Conduct Authority. Advice can only be given to individuals when there is a reasonable expectation of an insolvency appointment.
- Data Protection:** Lines Henry Limited is registered as a data controller under the Data Protection Act (No: Z1981119). Neil Henry and Michael Simister are also registered as data controllers under numbers ZA040014 and ZA040009 respectively.
The company's registration can be viewed online at www.ico.org.uk
The 'Privacy' section of the website of Lines Henry Limited gives details of how Lines Henry Ltd will handle the personal data that is held.
- Applicable law:** The Company only provides services in the United Kingdom. The company does not provide services elsewhere in the European Union because of the different technical characteristics applicable to the nature of the services it provides within those jurisdictions.

Unless specifically provided to the contrary in the letter of engagement, the Courts of England & Wales shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

Professional Duty: We carry out our work in accordance with the rules and regulations of the Insolvency Practitioners Association including its code of ethics and Statements of Insolvency Practice.

Limitation of Liability: We will respect the confidentiality of the information acquired as a result of professional and business relationship. We will not disclose such information to third parties without proper and specific authority unless there is a legal or professional duty to do so.

We will provide our professional services with reasonable care and skill. However, we will not be held responsible for any losses arising from the supply by you or others of incorrect or incomplete information, or your or others' failure to supply any appropriate information or your failure to act on our advice or respond promptly to communications from us or relevant authorities.

The advice that we give is for the sole use of the party who has engaged us and does not constitute advice to any third party to whom you may communicate it either with, or without, our permission. We accept no responsibility to third parties for any aspect of our professional services or work that is made available to them.

Complaints: Complaints can be made by contacting any of the Company's Directors at any of the company's trading addresses, telephone or facsimile numbers, or by email to the address provided above.

Initially one of the Directors will consider the contents of your complaint. We may need to contact you for further information or clarification of the issue you are concerned with. If we need to do this we will endeavour to do so within ten working days. A full investigation will be carried out. We aim to reach a decision on your complaint within ten working days of receiving all relevant information from you. If for any reason we anticipate a longer period is necessary we will inform you in writing. Once this is completed and all information has been considered, we will write to you confirming whether or not we accept your complaint either partly or in full. In the event we consider your complaint justified we will inform you of the steps we will take to remedy your complaint.

If your complaint relates to our role as insolvency practitioners, whether actual or prospective, and in the event of you not being satisfied with our response you should bring the matter to the attention of the Insolvency Service, an Executive Agency of the Department of Business, Energy and Industrial Strategy whose statutory activities include the regulation of the insolvency profession.

You can make a complaint to the Insolvency Service by either:-

- Calling the Insolvency Service Enquiry Line on 0300 6780015
- Visiting the Insolvency Service website at www.gov.uk/guidance/make-a-complaint-to-the-insolvency-service.

Further information about the complaints service is provided on the Insolvency Service website at www.gov.uk/government/organisations/insolvency-service.

Alternatively, if your complaint relates to advice given or services rendered by us under the Consumer Credit Act 1974, and in the event of you not being satisfied with our response, you should bring the matter to the attention of the Financial Services Ombudsman. How to make a complaint to him is explained at www.financial-ombudsman.org.uk/consumer/complaints.htm

Money Laundering Regulations: In common with other professional services firms, we are required to identify our clients for the purposes of UK anti-money laundering legislation. We will request from you, and retain, such information and documentation as we require for these purposes and/or make searches of appropriate databases some of which may leave an ID check footprint.

Any personal data we may receive from any person under the terms of any professional engagement will only be used for the purposes of preventing money laundering or terrorist financing or in accordance with the requirements of the Money Laundering Regulations 2017; Insolvency Act, 1986; and any other applicable UK legislation.

Insurance: Our professional indemnity insurers are Travelers Insurance Company Ltd of 61-63 London Road, Redhill, Surrey, RH1 1NA. The policy number is UC SCR 5596185. The territorial limit is worldwide, excluding the USA and Canada. All notifications of claims or circumstances are to be made to Lines Henry Limited in writing via:

J. M. Glendinning (Insurance Brokers) North East Limited, 1 Park Road, Gosforth Business Park, Newcastle-upon-Tyne, NE12 8DG.

Telephone Number: 0191 649 8689 Website: www.jmginsurance.co.uk

Pursuant to this policy, the liability of Lines Henry Ltd, Neil Henry and/or Michael Simister in respect of breach of contract, breach of duty, fault, negligence or otherwise howsoever arising out of or in connection with our engagement by you shall be limited to a maximum of £2,500,000. We shall not be liable for any consequential, special, indirect or exemplary damages, costs, or losses or any damages, costs or losses attributable to lost profits or opportunities.

Documentation: During the course of our assignment we may hold certain documents which may legally belong to you. We may destroy documentation that we hold and that is more than six years old unless we are requested to retain it.

Trading names: The Company trades as Lines Henry. It has not traded under any other name in the last six years.

Charge-Out Rates: The following are the charge out rates currently used by Lines Henry Limited where it is agreed that we will be paid on the basis of time spent on the assignment.

	£ per Hour
Director	350
Director (1)	230
Senior Manager/Manager	230
Administrator	170
Cashier	125 - 180

Time is charged in units of 6 minutes. Charge out rates are reviewed periodically and are subject to change without prior notice. Whilst the initial basis of our remuneration can be agreed at the start of the assignment, it may be that creditors will change the basis of our remuneration at meetings convened for that purpose.

Disbursements: The disbursements and expenses chargeable in respect of any particular assignment are explained in the Standard Disbursement Policy of Lines Henry which is available to download from www.lineshenry.co.uk.