

Creditors' Guide to the Fees, Expenses, Disbursements & Complaints Procedure

Insolvency Practitioners' Licensing Body

Paul Howard Finn (no. 5367) and James David Robinson (no. 1827) are licensed by The Institute of Chartered Accountants in England and Wales, Chartered Accountants' Hall Moorgate Place, PO box 433, London, EC2R 6EA

Insolvency Practitioners' Fees

Where it has been agreed by resolution of the creditors or the creditor's committee that the office holder's remuneration will be calculated by reference to the time properly given by the insolvency practitioner and his staff in attending to matters arising in the administration, then such remuneration will be calculated in units of 6 minutes at the following hourly rates:

Grade	Hourly Rate
	£
Principals/Consultants	285.00
Managers	225.00
Administrators	185.00
Assistants / Support Staff	95.00

Charge out rates are exclusive of valued added tax and subject to an annual review. Creditors will be advised of any alteration thereto.

For remuneration purposes the insolvency practitioner's staff includes other directors and consultants within Finn Associates together with Finn Associates employees. A copy of a guide for creditors about the fees of a Liquidator is available on request or can be downloaded from the firm's website at www.finnassociates.com/links-and-downloads.php.

Expenses and Disbursements

Category 1 – Disbursements charged at actual cost.

The payment of Category 1 disbursements will be a charge against the estate to recover the costs of the actual disbursement, including insolvency bonds, oath fees, company searches, royal mail postage directly attributable to the case, redirection of mail, accommodation and subsistence, hire of meeting rooms, identity checks or any other miscellaneous item paid out in respect of the administration of the estate.

Box Storage

External box storage and eventual destruction is provided by Manorhead Limited at a commercial rate of £2 per box per month. Manorhead Limited is a company 50% owned by Paul Finn of Finn Associates.

Category 2 – Disbursements involving a service provided by the Insolvency Practitioner's firm.

Finn Associates will no longer make any charge in respect of Category 2 disbursements.

Professional Indemnity

Finn Associates hold Professional Indemnity cover with One Commercial Speciality Limited. The limit of each claim is £2m and the cover holds worldwide jurisdiction excluding USA and Canada.

Complaints Procedure

In the first instance any complaints should be addressed in writing to the Jamie Finn at Tong Hall, Tong Lane, Tong, West Yorkshire, BD4 0RR.

In the event that any complaint is not rectified to your satisfaction then further representations may be made to the respective Insolvency Practitioners' licensing body via the Insolvency Service Complaints Gateway.

Complaints can be submitted via an online complaints form at www.gov.uk/complain-about-insolvency-practitioner (Guidance for those who wish to complain can also be found on this site).

If you have difficulty accessing the online complaints form you can also make any complaint through the Insolvency Service Enquiry Line - email insolvency.enquiryline@insolvency.gov.uk or alternatively telephone 0300 678 0015 (Monday to Friday 9am to 5pm).

Further information on the Gateway can be found at www.gov.uk/insolvency-service

In any event we would recommend that you initially contact this office for any further information which is required regarding any aspect of this case.