

## Information requirement of the Provision of Services Regulations 2009

Muras Baker Jones is a trading name of Muras Baker Jones Limited.

A list of directors' names is available at the registered office, Regent House, Bath Avenue, Wolverhampton, WV1 4EG, England.

<b>Name:</b>	Muras Baker Jones Limited
<b>Legal form:</b>	A limited company registered in England & Wales
<b>Service:</b>	Chartered Accountants
<b>Registered office and postal address:</b>	Regent House, Bath Avenue, Wolverhampton, WV1 4EG
<b>Telephone:</b>	+44 (0) 1902 393 000
<b>Facsimile:</b>	+44 (0) 1902 393 010
<b>Public registers:</b>	Details about the limited company's registration can be viewed at <a href="http://www.companieshouse.gov.uk">www.companieshouse.gov.uk</a> under reference number 09055904.
<b>Audit authorisation:</b>	Registered to carry on audit work in the UK and Ireland by the Institute of Chartered Accountants in England and Wales. Details about our audit registration can be viewed at <a href="http://www.auditregister.org.uk">www.auditregister.org.uk</a> for the UK and <a href="http://www.cro.ie/auditors">www.cro.ie/auditors</a> for Ireland, under reference number C003866002.
<b>Investment business authorisation:</b>	The firm is not authorised under the Financial Services and Markets Act 2000 but we are able in certain circumstances to offer a limited range of investment services to clients because we are a member of the Institute of Chartered Accountants in England and Wales. We can only provide these investment services if they are an incidental part of the professional services we have been engaged to provide.
<b>VAT number:</b>	GB 100 5387 14
<b>General terms and conditions:</b>	A letter of engagement detailing our terms and conditions will be provided at the commencement of any engagement to which they apply.
<b>Applicable law:</b>	Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
<b>Professional Indemnity Insurance:</b>	<p>QBE Insurance (Europe) Limited, Plantation Place, 30 Fenchurch Street, London, EC3M 3BD</p> <p>The territorial coverage is worldwide excluding professional business carried out from an office in the United States of America or Canada and excludes any action for a claim brought in any court in the United States or Canada.</p>

**Complaints:** Complaints can be made by contacting the Managing Director. We undertake to look into any complaint carefully and promptly and to do all we can to explain the position to you. If we do not answer your complaint to your satisfaction you may of course take up the matter with the Institute of Chartered Accountants for England and Wales by whom we are regulated.

**MGI Worldwide:** MGI Worldwide is a network of independent audit, tax, accounting and consulting firms. MGI Worldwide does not provide any services and its member firms are not an international partnership. Each member firm is a separate entity and neither MGI Worldwide nor any member firm accepts responsibility for the activities, work, opinions or services of any other member firm. For more information visit [www.mgiworld.com/legal](http://www.mgiworld.com/legal).

**Additional information requirement of the Provision of Services Regulations:  
Insolvency Practitioners**

**Name / Licensing Body:** Mr Mark Jonathan Botwood FCA is a member and licensed to act as an Insolvency Practitioner in the United Kingdom by the Institute of Chartered Accountants in England & Wales.

**Legal status:** A member of Muras Baker Jones Limited

**Service:** Insolvency Practitioner

**Postal address:** Regent House, Bath Avenue, Wolverhampton, WV1 4EG

**Telephone:** +44 (0) 1902 393 000

**Facsimile:** +44 (0) 1902 393 010

**Public registers:** Details about our insolvency practitioner's registration can be viewed at <http://www.insolvencydirect.bis.gov.uk/fip1/> under reference number 8965.

**Authorisation scheme:** Licensed to act as an insolvency practitioner in the UK by the Institute of Chartered Accountants in England & Wales.

**Rules Governing Actions:** All IPs are bound by the rules of their professional body, including any that relate specifically to insolvency. The rules of the professional body that licences Mark Jonathan Botwood can be found at <http://www.icaew.com/en/members/regulations-standards-and-guidance/insolvency/insolvency-regulations-and-guidance>; In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/what-we-do/publications/professional/statements-of-insolvency-practice>

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

**Complaints:**

At Muras Baker Jones Ltd 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. 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 IP acting as office holder.

If you consider that the IP has not dealt with your comments or complaint appropriately you should then put details of your concerns in writing to our complaints officer Mr Chris Morris, Managing Director, Muras Baker Jones Ltd, 3<sup>rd</sup> Floor, Regent House, Bath Avenue, Wolverhampton, WV1 4EG. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior director unconnected with the appointment.

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, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA, and you can make a submission using an on-line form available at [www.gov.uk/complain-about-insolvency-practitioner](http://www.gov.uk/complain-about-insolvency-practitioner); or you can email [insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.gov.uk); or you may phone 0300 678 0015 – [find out about call charges](#).