

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.

Name:	Muras Baker Jones Limited
Legal form:	A limited company registered in England & Wales
Service:	Chartered Accountants
Registered office and 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 the limited company's registration can be viewed at www.companieshouse.gov.uk under reference number 09055904
Audit authorisation:	Registered to carry on audit work in the UK by the Institute of Chartered Accountants in England and Wales. Details about our audit registration can be viewed at www.auditregister.org.uk under reference number C003866002.
Investment business authorisation:	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.
VAT number:	GB 100 5387 14
General terms and conditions:	A letter of engagement detailing our terms and conditions will be provided at the commencement of any engagement to which they apply.
Applicable law:	Unless otherwise agreed, English law, with the English Courts have exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
Professional Indemnity Insurance	Allianz Insurance Plc. Registered in England number 84638. Registered office: 57 Ladymead, Guildford, Surrey, GU1 1DB. 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.
Complaints	Complaints can be made by contacting the Managing Director. We undertake to look into any complain 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 .

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:	<p>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:</p> <p>https://www.icaew.com/-/media/corporate/files/technical/insolvency/regulations-and-standards/insolvency-licensing-regulations-and-guidance/master--insolvency-regulations-and-guidance-notes-131015.ashx</p> <p>In addition, IPS are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at:</p> <p>https://www.r3.org.uk/technical-library/england-wales/sips/</p>
Ethics	<p>All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at:</p> <p>https://www.icaew.com/-/media/corporate/files/technical/ethics/insolvency-code-of-ethics.ashx</p>
Bribery Act 2010	<p>Bribery Act 2010</p> <p>Muras Baker Jones Limited is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on Muras Baker Jones Limited's behalf is responsible for maintaining our reputation and for conducting company business honestly and professionally.</p> <p>Muras Baker Jones Limited take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate.</p> <p>Muras Baker Jones Limited requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity.</p> <p>Muras Baker Jones Limited prohibits anyone acting on its behalf from:</p> <ul style="list-style-type: none">• bribing another person. A bribe includes the offering, promising or giving of any financial or other type of advantage;• accepting a bribe. This includes requesting, agreeing to receive or accepting any financial, or another kind of advantage;• bribing a foreign public official; and• condoning the offering or acceptance of bribes.

Muras Baker Jones Limited will:

- avoid doing business with others who do not accept our values and who may harm our reputation;
- maintain processes, procedures and records that limit the risk of direct or indirect bribery;
- promote awareness of this policy amongst its staff, those acting on its behalf and entities with which it has any commercial dealings;
- investigate all instances of alleged bribery, and will assist the police, and other authorities when appropriate, in any resultant prosecutions. In addition, disciplinary action will be considered against individual members of staff;

review this policy regularly and update it when necessary.

Complaints

At Muras Baker Jones Limited 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 Oliver Ross, Managing Director, Muras Baker Jones Limited, 3rd 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; or you can email insolvency.enquiryline@insolvency.gov.uk; or you may phone 0300 678 0015 – <https://www.gov.uk/call-charges>