

PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR HNH PARTNERS LIMITED



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The following information is designed to draw the attention of interested parties to the information required to be disclosed by the Provision of Services Regulations 2009.

Licensing Body

James Neill and John Donaldson are licensed to act as Insolvency Practitioners in the Great Britain and Northern Ireland by Chartered Accountants Ireland.

James Neill FCA and John Donaldson FCA are members of Chartered Accountants Ireland.

HNH Partners Limited is also a member of Chartered Accountants Ireland.

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 HNH Partners Limited's IPs can be found at <https://www.charteredaccountants.ie/Professional-Standards/Authorisations/Insolvency/Acting-as-an-IP-in-the-GB-NI>. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <https://www.r3.org.uk/technical-library/northern-ireland/sips/>.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at <https://www.charteredaccountants.ie/Ethics/The-Code-of-Ethics>

Complaints

At HNH Partners 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 this case then in the first instance, you should contact us at the address given in this letter.

If you consider that we have not dealt with your comments or complaint appropriately you should then put details of your concerns in writing to our complaints officer Craig Holmes, Jefferson House, 42 Queen Street, Belfast, BT1 6HL This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a 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 practitioners concerned. Any such complaints should be addressed to The Insolvency Service, IP Complaints, 3rd Floor, 1 City Walk, Leeds, LS11 9DA or by email to ip.complaints@insolvency.gov.uk.

Further information in connection with the Complaints Gateway (the Gateway) can be found at: <https://www.charteredaccountants.ie/Professional-Standards/Complaints-and-discipline/Complaints-about-GBNI-IPs/Complaints-Gateway>.

Professional Indemnity Insurance

HNH Partners Limited's Professional Indemnity insurers are Aegis Syndicate 1225 and Neon Syndicate 2468 at Lloyd's and the policy is written on their behalf by Square Mile Underwriting of 6 Lloyd's Avenue, London, EC3N 3AX. This professional indemnity insurance provides worldwide coverage, excluding professional business carried out from an office in the United States of America or Canada, and any action for a claim bought in any court in the United States of America or Canada.

VAT

HNH Partners Limited is registered for VAT under registration no. 987 7179 43.