



PROVISION OF SERVICES REGULATIONS SUMMARY SHEET

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

Amanda Ireland and Alison Collier are licensed to act as Insolvency Practitioners in the United Kingdom by the Insolvency Practitioners Association.

Amanda Ireland is a fellow of the Insolvency Practitioners Association (FIPA) and Alison Collier is a member of the Insolvency Practitioners Association (MIPA). mfw Insolvency & Corporate Recovery is also a firm member of the Insolvency Practitioners Association.

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 Insolvency Practitioners Association body that licences Amanda Ireland and Alison Collier of McCabe Ford Williams can be found **here**.

In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found **here**.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found **here**.

Complaints

At mfw Insolvency & Corporate Recovery 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 Ian Pascall at McCabe Ford Williams, Charlton House, Dour Street, Dover, CT16 1BL. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior partner 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 <https://www.gov.uk/complain-about-insolvency-practitioner>; or you can email insolvency.enquiryline@insolvency.gsi.gov.uk; or you may phone 0300 678 0015. Information on the call charges that apply is available **here**.

Professional Indemnity Insurance

Our Professional Indemnity Insurance is provided as follows:

Primary layer – Indemnity £5,000,000

Underwriter – Omny for certain underwriters at Lloyds – Policy No – YPIP018321

1st Excess Layer – Indemnity £5,000,000 in excess of the above £5,000,000

Underwriter – Ascent Underwriting for Starstone – Policy No – PFg18G001399

2nd Excess Layer – Indemnity £5,000,000 in excess of the above £10,000,000

Underwriter - Barbican Protect – Policy No – BP04810-1801

3rd Excess Layer – Indemnity £5,000,000 in excess of the above £15,000,000

Underwriter – EUNA Underwriting – Policy No – E9-18-182

4th Excess Layer – Indemnity £5,000,000 in excess of the above £20,000,000

Underwriter – Prosure for W R Berkely – Policy No – 55501567

Total Indemnity - £25,000,000

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.

Trading name

mfw Insolvency & Corporate Recovery is a trading name of McCabe Ford Williams.

VAT

McCabe Ford Williams is registered for VAT under registration no. 203 2482 09