

## 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.

### General

JWS Business Recovery Limited is a limited company registered in England, registration number 09132173. Our registered office is St Ann's Manor, 6-8 St Ann Street, Salisbury, Wiltshire, SP1 2DN. Our VAT registration number is 206 5044 42. We are registered with the Information Commissioner as a data controller, details about our registration can be viewed under registration number ZA114134.

### Licensing Body

All our IPs are licensed to act as Insolvency Practitioners in the United Kingdom by the Insolvency Practitioners Association. Their details are as follows:

<i>Name</i>	<i>IP Number</i>
James William Stares	11490
Rupert Graham Mullins	7258

Rupert Mullins is a fellow of the Insolvency Practitioners Association (FIPA) and James Stares is a member of the Insolvency Practitioners Association (MIPA).

### 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 James Stares and Rupert Mullins of JWS Business Recovery Limited can be found on the Insolvency Practitioners Association's website <http://www.insolvency-practitioners.org.uk>

In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found on the Association of Business Rescue Recovery Professionals' website <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 via this link <http://www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code>

### Complaints

At JWS Business Recovery 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 Terena Ellis at St Ann's Manor, 6-8 St Ann Street, Salisbury, Wiltshire, SP1 2DN. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a director of the Company who is not an IP.

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 IPs concerned.

All complaints against IPs can be made to a central system called the Complaints Gateway which is managed by the Insolvency Service. The Insolvency Service is an executive agency of HM Government's Department for Business, Innovation & Skills. The Gateway is the single entry point for any complaints made against Insolvency Practitioners licensed by one of the following five Recognised Professional Bodies, the Insolvency Practitioners Association, the Institute of Chartered Accountants in England and Wales, the Association of Chartered Certified Accountants, the Institute of Chartered Accountants of Scotland and Chartered Accountants Ireland.

The entry point is at <https://www.gov.uk/complain-about-insolvency-practitioner>

### **Professional Indemnity Insurance**

Our professional indemnity insurance is provided by Royal & Sun Alliance c/o Howden UK Group Ltd, 71 Fenchurch Street, London, EC3M 4BS. The professional indemnity insurance provides worldwide coverage.