

PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR RESTART BUSINESS TURNAROUND INSOLVENCY LIMITED

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

Gareth Graham Self is licensed to act as an Insolvency Practitioner in the United Kingdom by the Insolvency Practitioners Association ("IPA") of Valiant House, 4-10 Heneage Lane, London, EC3A 5DQA. Mr Self is also a Fellow of the Association of Business Recovery Professionals of 8th Floor, 120 Aldersgate Street, London Ec1A 4JQ.

Rules Governing Actions

All Insolvency Practitioners are bound by the rules of their professional body, including any that relate specifically to insolvency.

The rules of the IPA can be found at:

<http://www.insolvency-practitioners.org.uk/membership/members-handbook>

In addition, Insolvency Practitioners are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at:

<https://www.insolvency-practitioners.org.uk/regulation-and-guidance/sips>

Ethics

All Insolvency Practitioners are required to comply with the Insolvency Code of Ethics and a copy of the respective codes can be found at

<https://www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code>

Complaints

At Restart Business Turnaround Insolvency 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 Paul Hughes at Restart Business Turnaround Insolvency Limited, Suite 42, Dunston House, Dunston Road, Chesterfield S41 9QD. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a senior member of staff 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-insolvencypractitioner; or you can email insolvency.enquiryline@insolvency.gsi.gov.uk; or you may phone 0300 678 0015 - calls are charged at up to 12p per minute from a land line, or for mobiles, between 3p and 45p per minute if you're calling from the UK.

Professional Indemnity Insurance

The practice's professional indemnity insurance is provided by Liberty Mutual Insurance Europe SE of 20 Fenchurch Street, London EC3M 3AW. 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

Restart Business Turnaround Insolvency Limited is registered for VAT under registration no. 313 9475 95