

PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR HAWKINS 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.

Hawkins Insolvency Limited contact details:

The Clock House
High Street
Wrington
North Somerset
BS40 5QA

Tel: 01934 862877
Mobile: 07818 112 824

E-mail: info@hawkinsinsolvency.co.uk

Licensing Body

Samantha Hawkins is licensed to act as an Insolvency Practitioner in the United Kingdom by the Institute of Chartered Accountants in England & Wales.

Hawkins Insolvency Limited is also a member of the Institute of Chartered Accountants in England & Wales. No 2366149.

The firms registration can be viewed at www.icaewfirms.co.uk

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 Hawkins Insolvency Limited's IP can be found at www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at www.r3.org.uk/technical-library/england-wales/sips/.

Ethics

All IPs are required to comply with the Insolvency Code of Ethics and a copy of the Code can be found at www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/

Complaints

At Hawkins Insolvency 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 Samantha Hawkins at the firm's postal address, e-mail or telephone number above.

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. Information on the call charges that apply is available at www.gov.uk/call-charges

Professional Indemnity Insurance

Hawkins Insolvency Limited's Professional Indemnity Insurance is provided by QBE UK Limited, of Plantation Place, 30 Fenchurch Street, London, EC3M 3BD (reference QBE0003126). 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 brought in any court in the United States of America or Canada.

VAT

Hawkins Insolvency Limited is registered for VAT under registration no. 155 3555 06.

Bribery Act 2010

Hawkins Insolvency Limited is committed to applying the highest standards of ethical conduct and integrity in its business activities. Every employee and individual acting on Hawkins Insolvency Limited's behalf is responsible for maintaining our reputation and for conducting company business honestly and professionally.

Hawkins Insolvency 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.

Hawkins Insolvency Limited requires all those who are associated with it to observe the highest standards of impartiality, integrity, and objectivity.

Hawkins Insolvency Limited prohibits anyone acting on its behalf from:

- 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.

Hawkins Insolvency 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.