

RIMES AND CO. LIMITED t/a RIMES & CO

Provision of Services Regulations 2009

The following information is provided in accordance with our obligations under The Provision of Services Regulations 2009.

Legal form: Limited liability company incorporated in England & Wales (No: 06852450)

The company's registration can be viewed at www.companieshouse.gov.uk

Directors: Nickolas Garth Rimes
Adam Peter Jordan

Secretary: Emma Rimes

Services: Licensed Insolvency Practitioners

Registered office: Suite 39 Albert Buildings
49 Queen Victoria Street
London
EC4N 4SA

Trading addresses:	Head Office	Shrewsbury Office
	Rimes & Co 3 The Courtyard Harris Business Park Hanbury Road Stoke Prior Bromsgrove B60 4DJ	Rimes & Co 1 Brassey Road Old Potts Way Shrewsbury SY3 7FA

Telephone: 01527 558410 01743 340074

Facsimile: 01527 558411 01743 235794

E mail: nick.rimes@rimesandco.co.uk

Website: www.rimesandco.co.uk

VAT number: GB 928 0648 08

Authorisation: Nickolas Garth Rimes is licensed and regulated as an insolvency practitioner in the United Kingdom by the Insolvency Practitioners Association (IP No 9533)

Mr Rimes' registration can be viewed at www.insolvency-practitioners.org.uk

Adam Peter Jordan is licensed and regulated as an insolvency practitioner in the United Kingdom by the Insolvency Practitioners Association (IP No 9616)

Mr Jordan's registration can be viewed at www.insolvency-practitioners.org.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 bodies that licence Rimes & Co's IPs can be found at <http://www.insolvency-practitioners.org.uk/>. In addition, IPs are bound by the Statements of Insolvency Practice (SIPs), details of which can be found at <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 at <http://www.insolvency-practitioners.org.uk/regulation-and-guidance/ethics-code>.

General terms and conditions:

A letter of engagement accompanied by and incorporating our standard terms and conditions of business is provided at the commencement of any engagement to which they apply.

Applicable law:

The company only provides services in the United Kingdom. The company does not provide services elsewhere in the European Union because of the different technical characteristics applicable to the nature of the services it provides within those jurisdictions.

Unless specifically provided to the contrary in the letter of engagement, the Courts of England & Wales shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

Complaints:

At Rimes & Co 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 either Director at either of the company's trading addresses or facsimile numbers, or by e mail to the address provided above.

Most disputes can be resolved amicably either through the provision of further information or following negotiations. However, in the event that 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 <https://www.gov.uk/call-charges>.

Insurance:

Our professional indemnity insurer is Travelers Insurance Company Limited, Exchequer Court, 33 St. Mary Axe, London, EC3A 8AG, policy number UCSCR5562584. The territorial limit is worldwide, excluding the USA and Canada.

Bribery Act 2010

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

Rimes & Co 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.

Rimes & Co requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity.

Rimes & Co 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.

Rimes & Co 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.

Further information:

Further information can be obtained by contacting either Director at either of the company's trading addresses, telephone or facsimile numbers, or by e mail to the address provided above.