



Rescue

Uxbridge

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Revival

London

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Recovery

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Private and confidential

To All Creditors and Former Clients of Bournes Ltd

Our ref: ZZ1881/VHL/ EW/CA/RK/Statutory
8th November 2021

Dear Sir/ Madam,

Re: Bournes Limited (“the Company”) – in Creditors Voluntary Liquidation (“CVL”) & Further Notice to Clients to Submit Claims if they have not already done so

Progress report

The above case has now passed its anniversary and I advise that the annual progress report is available. To view the progress report, please visit <https://www.labusinessrecovery.com/bournes-limited>.

Alternatively please email bournes@labr.co.uk or write to my Uxbridge office and I will arrange for a hard copy to be sent to be sent to you if you would prefer

Communication

As previously advised, I am not obliged to give updates in between reports as a way to keep costs to a minimum. I therefore ask that you contact me only to inform me of any changes to address or other contact details

If you have any queries please do not hesitate to contact my Uxbridge office by writing to 1 Beasley's Yard, 126 High Street, Uxbridge, Middlesex UB8 1JT or by emailing my colleague callum@labr.co.uk.

Claims

Clients who have to date not submitted claim documents in support of potential claims, are strongly advised to do so now by emailing or by posting them to us. Please retain copies of your claims for your own records. If clients do not submit claims, then they risk their claims being excluded from distributions.

Clients are reminded that distribution levels shall be very minimal.

This request applies only to clients who have not yet provided a reply with their claims to the pooled funds in this liquidation.

Yours faithfully

Virgil H Levy
Liquidator

ENC: Progress report



Virgil H Levy is authorised in the UK by the IPA under office holder no. 19090
to act as an Insolvency Practitioner

Insolvency Practitioners contract without personal liability
Administrators act as agents of a Company in Administration without personal liability

LA Business Recovery Limited Registered offices at 1 Beasley's Yard, 126 High Street, Uxbridge, Middlesex, UB8 1JT
Registration no.09334889



**BOURNES LIMITED
(IN CREDITORS' VOLUNTARY LIQUIDATION)**

**LIQUIDATOR'S ANNUAL REPORT TO MEMBERS AND CREDITORS
FOR THE YEAR ENDING 11TH SEPTEMBER 2021**

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BOURNES LIMITED
(IN CREDITORS' VOLUNTARY LIQUIDATION)

LIQUIDATOR'S ANNUAL REPORT TO MEMBERS AND CREDITORS
FOR THE YEAR ENDING 11TH SEPTEMBER 2021

1 Statutory and general information

Company number: 06672088

Liquidator: Virgil Levy

Liquidator's Contact details: LA Business Recovery Limited, 3 Beasley's Yard, 126a High Street, Uxbridge, Middlesex, UB8 1JT.
01895 819 460
info@labr.co.uk

Date of Liquidation: 12th September 2016

Previous Liquidators: Peter M Levy (appointment 12.09.2016 to 10.11.2016)
Ashok Bhardwaj (appointment 24.02.2017 to 20.04.2017)

Date of my appointment: 20th April 2017

- 1.1 Creditors and clients wishing to contact the liquidator, can do so via any of the above listed methods but please note that there will be a limited amount of information we can disclose by telephone. We encourage the use of emails in this matter.
- 1.2 No ethical issues have come to light during the period reported on.
- 1.3 I remind clients that where their details have changed such as address or name to please provide me with the updated details along with documentary evidence to support this.

2 Assets, Costs and Other matters

- 2.1 This report should be read in conjunction with my previous progress reports (which are available from my website) and my receipts and payments account which is attached as Appendix 1; please note that the figures are shown net of VAT.
- 2.2 Assets
No assets have been realised in this period.
- 2.3 Costs of realisations
The only costs incurred in this period were in relation to the issuing of the previous progress report and totalled £377.00.

3 Client Monies

- 3.1 As clients and creditors will be aware the case has multiple bank accounts all of which remain open to hold the funds detailed in the last reporting period.

Account Name	20-21 Reporting period total	19-20 Reporting period total
Bournes Liquidation Current Account	£347.80	£347.80
Bournes Finance	£6,031.50	£6,031.50
Bournes Legal	£10,384.61	£10,384.61
Bournes Mixed Funds	£43,734.57	£43,734.57

- 3.2 The Liquidation account is not part of what is classified as Client Money Pool.
- 3.3 Bournes Finance, Bournes Legal and Bournes Mixed Funds accounts are all classified as forming the Client Money Pool. These funds were passed to the former office holder after his appointment by the Company's bankers, HSBC. The accounts were held in these names and consequently like for like accounts were opened by the former office holder in order to keep these funds segregated from one another. The company's records do not make it clear whose funds are in which account; however, it has been deemed part of the Company's dealings to apportion client money into pools in accordance

with client agreements. These funds were not apparently part of any reconciliation exercise undertaken by the Company pre-Administration. These funds were identified to be client monies and we have been seeking client claims to all client monies held.

3.4 We have previously reported our understanding that these bank accounts reflect trading styles adopted by the Company during its trading history.

3.5 Post Pooling receipts

We reported to clients and creditors previously, there is a separate account maintained for the post-pooling receipts. This sum has remained the same throughout this period and is £71,300.37.

The Post Pooling Receipts are funds that were received by the Company from clients after the date the Company entered Administration (18th September 2014) and are held on trust for clients at this time.

My team and I have identified and taken steps to contact clients that are entitled to these funds in order to confirm the amounts owed to them.

We received very few responses in relation to this correspondence. I would therefore urge any clients who made payments to the Company on or after 18th September 2014 to contact me as soon as possible in order to confirm their claim to these funds.

Please write to my Uxbridge address at 1 Beasley's Yard, 126 High Street, Uxbridge, UB8 1JT with confirmation of your claim and payments made, in order to enable my team to update our claims records.

If clients fail to agree their claim in respect of Client Monies then this may result in them losing their rights to receive a return against the Client Monies or Post-Pooling Receipts.

3.6 Proposed Return of Client Monies

I have engaged Foot Anstey, a law firm with specialist expertise in the insolvencies of firms regulated by the Financial Conduct Authority ("FCA") to assist with the closure of the Client Money Pool and the return of both monies from the Client Money Pool and the Post Pooling Receipts. During this period, Foot Anstey, Counsel and I have been working with both the FCA and the Insolvency Service in order to try to agree a method for returning these Client Monies, which also deals with the recovery of the associated proper costs of return. Due to the complexity of the position, it is now confirmed that this process will require an application to Court for directions and it is the intention to file that application as soon as possible but within the next twelve months from the date of this report.

3.7 Case Management

In addition to my responsibility to realise the Company's assets, I am required to comply with various legislative and best practice obligations and deadlines. These obligations include filing of documents with the Registrar of Companies, ensuring that all receipts and payments are promptly dealt with and proper accounting records are maintained. In addition, I am required to undertake periodic case reviews to monitor progress, advise creditors of the liquidation and record all claims received. Furthermore, I am obliged to deal with any other day to day matters that may arise during the liquidation.

4 **Unrealised assets**

4.1 No assets remain to be realised.

5 **Investigation into the affairs of the Company**

5.1 The investigations were completed by Mr Peter M Levy following the Company going into Administration. Following my appointment, I reviewed the outcome of the former liquidator's investigations and uncovered no matters that required further investigation.

5.2 No new matters have come to light, during this period, that require me to investigate.

6 **Liquidator's remuneration**

6.1 It was agreed that the former liquidator's remuneration be fixed on a time-cost basis. This approval pre-dated the coming into force of the Insolvency (England & Wales) Rules 2016 and Statement of Insolvency Practice 9 dated December 2015. I am therefore not required to provide a fees estimate with this report and I rely upon the former Liquidator's approved time-cost resolution to draw my remuneration.

6.2 I have advised creditors in several of my previous reports that 'fees are only being drawn in relation to time spent pursuing the distribution, agreeing claims, tracing recipients and specific correspondence in dealing with claims, all of which are connected with the distribution itself'. For the purposes of this case, my remuneration and expenses (including legal costs) can effectively be split into three distinct categories:

- (a) Dealing with the realisation of the Company's own assets, case management and general regulatory obligations; there are very limited funds available to meet my remuneration and it may be likely that I shall be unpaid for a significant proportion of work completed.
- (b) Dealing with the closure of the Client Money Pool and the return of Client Monies in that pool.

The FCA's Client Money Rules which govern the Client Money Pool provide for the costs associated with the return of the Client Money Pool to be deducted from the Pool before distribution. I confirm that it is my intention to exercise this right and this will form part of our court application.

- (c) Dealing with the return of the Post Pooling Receipts

As part of the Court application referenced above, we will be seeking an order from the Court approving the deduction from these monies of a proportionate amount in respect of remuneration and expenses associated with their return.

- 6.3 I have not drawn any remuneration in this period and will continue to take a pragmatic and proportionate approach to the recovery of remuneration and expenses in this case.
- 6.4 You will see an up to date Statement of Insolvency Practice 9 – time costs summary at appendix 2 of this report. This has increased significantly over this period due to the progression made on furthering the necessary steps to conclude and establish the best way to finalise the distribution.
- 6.5 For the benefit of creditors, the Association of Business and Recovery Professionals publish 'A Creditors' Guide to Liquidators' Fees'. This document is available at the following website address, <https://www.r3.org.uk/technical-library/england-wales/technical-guidance/fees/>. A hard copy of this document can be obtained on request from our office.

7 Liquidator's expenses

- 7.1 Please note that all incurred expenses to date have been paid for by LA Business Recovery Limited the figures listed below are shown gross of VAT.

Type Of Expense	Provider	Incurred To Date and paid by LA Business Recovery (£)
BOND FOR ASHOK BHARDWAJ'S APPOINTMENT	INSOLVENCY SERVICE RISK	84.00
BOND FOR VIRGIL H LEVY'S APPOINTMENT	INSOLVENCY SERVICE RISK	1,188.00
ADVERT FOR ASHOK BHARDWAJ'S APPOINTMENT	EPE REYNELL	26.86
ADVERT FOR VIRGIL H LEVY'S APPOINTMENT	EPE REYNELL	26.22
POSTAGE FOR LETTER RE: CREDITOR CLAIM FORM + ANUNUAL PROGRESS REPORT	ROYAL MAIL	707.07
POSTAGE FOR LETTER RE: CREDITOR CLAIMS FORM	ROYAL MAIL	651.48
POSTAGE FOR POST POOLING CIRCULAR	ROYAL MAIL	106.19
POSTAGE OR THE FOLLOWING DOCUMENTS CLAIM FORM, CONSENT TO ELECTRONIC DELIVERY, NOTICE OF PROGRESS REPORT, CLAIM COVER LETTER	ROYAL MAIL	439.20
HOW TO ACCESS THE PROGRESS REPORT (19-20)	ROYAL MAIL	103.70
HOW TO ACCESS THE PROGRESS REPORT (20-21)	ROYAL MAIL	377.00
TOTAL		3,709.72

8 Professional advisors

- 8.1 As noted above, I have instructed Foot Anstey LLP, a firm of specialist insolvency solicitors with relevant expertise in the insolvencies of entities regulated by the FCA.
- 8.2 Foot Anstey has been particularly helpful in this matter in seeking case progression with the FCA and

the Insolvency Service in respect of the method of distributing the Client Monies held by me and closing this liquidation. Due to the specific circumstances of this case, working with both the FCA and Insolvency Service, it has not been possible to reach a position whereby Client Money can be returned without the need for further directions from the Court. We are therefore preparing an application and supporting documents to be presented to Court to approve a process for dealing with the Client Monies. This has been a complex case where the current legislation and regulations did not (and does not) adequately enable me to carry out a distribution without the involvement of the Court.

8.3 We hope to file our court application within the next 12 months and that, if granted, this will enable us to complete a partial distribution to clients, who have engaged and agreed their claims, of the Client Monies held.

8.4 I do not anticipate there will be any distribution made either to preferential or non-preferential creditors.

9 Case Progression

9.1 I have previously advised clients that I have been taking steps to agree as many claims to Client Money as possible and to progress the first and final distribution of the Client Money to clients who have agreed their claims. This is still the case.

9.2 I have now attempted to contact all clients using the details from the Company's books and records, with multiple attempts made to those who had not yet agreed their claims.

9.3 I have not received responses from all clients and if you are a client who considers they have a claim to Client Monies held by the Company but have not sought to claim it or agree it, please do contact me using the details in bold below. Please note that clients who fail to agree their claim may lose their right to claim Client Monies in the future.

9.4 I remind clients that it is their responsibility to keep me updated with any contact and address details that may have changed. In order to comply with General Data Protection Regulations, we will request documentary evidence for any clients whose details are changed.

9.5 We are very mindful of clients' interests in this matter and wish to reassure all clients that we have not been able to find a resolution to this case using existing legislation or through policy changes. We have an express interest in moving this matter to a close given the level of unpaid costs being incurred by my firm.

9.6 I also wish to deal with this process in the most cost-effective manner possible and remind clients that I have recorded time as minimally as possible in order to preserve value for client creditors

9.7 I am unable to provide updates on timescales at present as these will be court dependent, but we are working to file our court application for directions as soon as practical and aim to have it heard within the next 12 months. Clients shall be informed as soon as reasonably practicable if or when I am able to initiate a distribution procedure with the Court's endorsement.

9.8 If clients have any queries, they should be emailed to **bourne@labr.co.uk**. A member of my team will aim to respond within 21-28 days where the query is detailed.

9.9 Please be reminded that telephone queries of a specific nature will not be answered because we are unable to identify callers.

10 Estimated Outcome for Clients and Creditors

10.1 Client Money Pool - I remind you that there was a shortfall of £3,618,300.08 to the client money position as at the date of the Administration. I am currently holding a total sum of £60,498.48 forming the Client Money Pool and confirm that I have to date been able to agree client claims of £3,650,853.70 against this Pool.

10.2 This illustrates the position as to why any client distribution from the Client Money Pool will be very minimal. This would equate to an estimated 0.0028p in the £ on current estimated client claims, before making provision for the remuneration and costs associated with the court application and the return of these monies.

10.3 Post Pooling Receipts – the anticipated return to clients from these pooled funds may be higher per client, but this will be subject to deduction of remuneration approved by the Court or otherwise as costs of distributing these funds back to clients.

10.4 The above does not take account of any remuneration and legal fees, which form as costs of distribution

10.5 The costs of concluding the matter in Court will be put to the Court for its approval, as we believe this is the most economical way of progressing this liquidation to a conclusion.

10.6 Unsecured creditor claims at the start of liquidation totalled £81,410.79 although this figure was not supported by information given by the Director. I have however, to date, received claims totalling £69,531.86 from two creditors.

10.7 Please note that there were no realisations made in respect of non-Client Money Assets and therefore there will not be a distribution to unsecured creditors in this liquidation

11 Further information

- 11.1 Within 21 days of receipt of a progress report a creditor may request that the liquidator provide further information about the fees and expenses set out in this report. A request must be in writing, and may be made either by a secured creditor, or by an unsecured creditor with the concurrence of at least 5% in value of unsecured creditors, or the permission of the court.
- 11.2 Any secured or unsecured creditor, if they consider that the fees are excessive, or that the basis of those fees is inappropriate or that the expenses incurred are excessive, may make an application to the court if at least 10% in value of the unsecured creditors agree. An application must be made within 8 weeks of receipt of this report.

12 Conclusion

- 12.1 As detailed in this report I am seeking Court directions to enable me to conclude the distribution process for both the Client Money Pool and the Post Pooling Receipts
- 12.2 Once again, I would like to thank clients for their patience in this matter and for their understanding throughout this process. We understand it has been over five years since the initial process began, but we have taken every step to guide clients on process and timing when called upon to do so.
- 12.3 In relation to clients seeking an update, we will only deal with written enquiries and not telephone enquiries. Please put your requests in writing (post, email or fax) and my team will endeavour to respond. If clients have any queries, they should be emailed to bournes@labr.co.uk. A member of my team will aim to respond within 21 days where the query is detailed. Please be reminded that telephone calls cannot be answered in great detail as we are unable to identify callers.
- 12.4 If you wish to have a hard copy posted to you, kindly email the team with this request.
- 12.5 I am required to deliver a copy of my progress report within two months from the case anniversary passing and confirm that I have done so.

Your faithfully,



Virgil H Levy
Liquidator

Date: 8th November 2021

LIQUIDATOR'S RECEIPTS AND PAYMENTS ACCOUNT

Bournes Limited
(In Liquidation)
Liquidator's Summary of Receipts and Payments

RECEIPTS	Statement of Affairs (£)	From 12/09/2016 To 11/09/2020 (£)	From 12/09/2020 To 11/09/2021 (£)	Total (£)
Cash at Bank		8,630.76	0.00	8,630.76
Bournes Finance		8,755.36	0.00	8,755.36
Bournes Legal		14,828.03	0.00	14,828.03
Bournes Mixed Funds		95,706.29	0.00	95,706.29
Bank Interest Gross		359.96	0.00	359.96
Post-pooling receipts		71,300.37	0.00	71,300.37
		199,580.77	0.00	199,580.77
PAYMENTS				
Administrator's fee		56,474.80	0.00	56,474.80
Corporation Tax		12.16	0.00	12.16
		56,486.96	0.00	56,486.96
Net Receipts/(Payments)		143,093.81	0.00	143,093.81
MADE UP AS FOLLOWS				
Bank 1 Current		347.80	0.00	347.80
Bournes Ltd re: Finance		6,031.50	0.00	6,031.50
Bournes Ltd re: Legal		10,384.61	0.00	10,384.61
Bournes Ltd re: Mixed Funds		43,734.57	0.00	43,734.57
Post Pooling Receipts		71,300.37	0.00	71,300.37
VAT Receivable / (Payable)		11,294.96	0.00	11,294.96
		143,093.81	0.00	143,093.81

Note:



Virgil Levy
Liquidator

STATEMENT OF INSOLVENCY PRACTICE 9 – TIME COSTS SUMMARY

Time Entry - Detailed SIP9 Time & Cost Summary

ZZ1881 - Bournes Limited
 From: 12/09/2016 To: 11/09/2021
 All Post Appointment Project Codes

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	IP	Director	Total Hours	Time Cost (£)	Average Hourly Rate (£)
103 : General Administration	0.00	0.50	11.82	21.57	0.22	0.00	34.12	5,154.85	151.10
104 : Filing	0.00	0.00	0.00	2.40	0.00	0.00	2.40	360.00	150.00
105 : Cashiering	0.00	0.00	4.96	2.07	0.29	0.00	7.32	1,368.90	187.01
Admin & Planning	0.00	0.50	16.78	26.04	0.51	0.00	43.84	6,883.75	157.04
600 : Public Examination of Bankrupt / hearings	0.00	0.00	0.00	2.83	3.60	0.00	6.43	2,045.25	317.83
603 : Client monies matters	0.00	5.40	121.64	113.33	12.17	0.00	252.54	40,363.64	159.83
Case Specific Matters	0.00	5.40	121.64	116.16	15.77	0.00	258.97	42,408.89	163.76
501 : Unsecured Creditors	0.00	0.00	5.13	6.77	0.00	0.00	11.90	1,693.80	142.28
504 : Statutory Reporting to Creditors	0.00	0.00	13.43	10.15	7.25	0.00	30.83	7,210.20	233.87
Creditors	0.00	0.00	18.56	16.92	7.25	0.00	42.73	8,904.00	208.35
Total Hours	0.00	5.90	156.98	159.13	23.54	0.00	345.54	58,198.64	168.42
Total Fees Claimed								0.00	

Time Entry - Detailed SIP9 Time & Cost Summary

Z21881 - Bourne Limited
 From: 12/09/2020 To: 11/09/2021
 All Post Appointment Project Codes

Classification of Work Function	Partner	Manager	Other Senior Professionals	Assistants & Support Staff	IP	Director	Total Hours	Time Cost (£)	Average Hourly Rate (£)
103 : General Administration	0.00	0.00	0.80	1.40	0.00	0.00	2.20	306.25	139.20
105 : Cashiering	0.00	0.00	2.39	0.00	0.00	0.00	2.39	454.10	190.00
Admin & Planning	0.00	0.00	3.19	1.40	0.00	0.00	4.59	760.35	165.65
603 : Client monies matters	0.00	0.00	0.90	0.00	7.36	0.00	8.26	3,115.00	377.12
Case Specific Matters	0.00	0.00	0.90	0.00	7.36	0.00	8.26	3,115.00	377.12
501 : Unsecured Creditors	0.00	0.00	0.00	0.50	0.00	0.00	0.50	60.00	120.00
504 : Statutory Reporting to Creditors	0.00	0.00	5.73	0.00	3.05	0.00	8.78	2,308.70	262.95
Creditors	0.00	0.00	5.73	0.50	3.05	0.00	9.28	2,368.70	255.25
Total Hours	0.00	0.00	9.82	1.90	10.41	0.00	22.13	6,244.05	282.15
Total Fees Claimed								0.00	

LA BUSINESS RECOVERY LIMITED'S PUBLISHED CHARGE OUT RATES AND EXPENSES POLICY

LA Business Recovery Limited's Published Charge Out Rates and Expenses Policy

Time

Hourly charge-out rates are charged in 6 minute units. In the event that less than 6 minutes are spent, multiples will be rounded up.

The actual rate charged will depend upon the nature of each activity undertaken for the case and / or the person undertaking that activity. The firm's charge-out rates, which may increase from time to time during the course of the case, are currently as follows:

Grade	Hourly rate (charged in 6 minute units)
	£
Directors / Insolvency Practitioner (IP)	400-560
Managers / Senior Managers	300-375
Junior Administrators / Senior Administrators	150-275
Assistants & Support Staff	90-120

The upper end of these rates is usually sought in cases where specialist expertise is required.

In most cases the lower end will be charged by the IP. Cases are considered on a case by case basis and the IP will delegate wherever possible casework to Managers and Administrators in order to reduce time costs; however, the IP cannot delegate all administrative work. For example, approving and reviewing estate payments, considering case reviews, case compliance checks, ethical considerations, bribery considerations, considering specialist advice, drafting of progress reports, drafting specific letters, complying with pre-action protocol requirements.

The IP will seek to exercise discretion and general oversight when recording time and will always have due regard to the nature and complexity or simplicity of any appointment before deciding on the charge out level that is appropriate for the assignment.

Allocation of Time

Time is allocated by function and the main categories of work will be covered by the following summary headings.

Work will include, consideration of incoming correspondence, composing outgoing correspondence, consideration and interaction with advisers concerning relevant law and practice; general strategy and specific strategic requirements; it is sometimes the case that not all time is allocated to work that directly benefits the creditors but are required by statute; work undertaken hereunder will always require consideration and review time to be allocated; time will be allocated against such headings such as Administration & Planning (incl. Cashiering); Realisation of Assets; Investigations; Creditors; Case Specific.

These summary headings are not exhaustive headings but seek to categorise the various elements of work we usually undertake. This schedule has been prepared for all types of insolvency cases for which Virgil H Levy takes office and certain summary headings may only be relevant to Liquidations, Voluntary Arrangements, Bankruptcies or Administrations. It is our aim to report to Creditors any significant changes to the time allocation at each reporting stage.

Summarily, these short headings indicate the work that may be likely to be required over the course of an insolvency assignment generally. Where fee resolutions are sought, the specific work and detailed explanations relevant to the assignment will be published together with fees estimates where time costs are sought.

In all cases, we will provide a narrative of the work either undertaken or to be undertaken but that narrative will be specific to the assignment. We will not provide a generic list of work that may or may not be undertaken.

Expense Policy

Expenses incurred directly in connection with the administration of all cases are charged at the following rates:

Expense	Charge Policy
Business mileage	HMRC Non-Profit Rate (Presently 45p Per Mile)
Postage	At Cost
Photocopies / Printing	If Undertaken By Third Party; At Cost
Faxes Sent / Received	If Undertaken By Third Party; At Cost
Room Hire Where Required For Statutory Meetings (Whether Meetings Are Attended Or Not)	At Cost
UK Company, Individual And Company Searches	At Cost
Credit Searches (Individual And Company)	At Cost
Travel & Accommodation Costs As Required	At Cost (Hotels, Air Travel, Rail, Taxis, Public Transport, Parking, Subsistence etc.).
Other Third Party Expenses Incurred Directly In Connection With The Case	At Cost

Please note that the above charges and policies are subject to review.

Category 1 expenses (or disbursements to be recovered) are expenses

Category 1 expenses as defined by SIP 9, which can be specifically identified as relating to the administration of the case will be charged to the estate at cost, with no uplift. These include but are not limited to such items as case advertising, bonding and other insurance premiums and properly reimbursed expenses incurred by personnel in connection with the case.

Category 2 expenses (or other disbursements)

Category 2 expenses as defined by SIP9, are costs that are directly referable to the appointment in question but not a payment to an independent third party. These disbursements may include shared or allocated costs that can be allocated to the appointment on a proper reasonable basis.

These may include (but are not limited to) room hire, copying, business mileage, case management software, allocated communication costs provided by the IP or his firm and whose calculation is reasonable.

Please refer to the latest SIP 9 here <https://www.r3.org.uk/technical-library/england-wales/sips/more/29125/page/1/sip-9-payments-to-insolvency-office-holders-and-their-associates/>