

Services Directive disclosures

Name of firm – WSM Marks Bloom LLP (trading as WSM Marks Bloom)

Legal form – limited liability partnership registered in England & Wales number OC398909

Postal addresses – Unit 2 Spinnaker Court, 1C Becketts Place, Hampton Wick, Kingston upon Thames KT1 4EQ and 2nd Floor, Shaw House, 3 Tunsgate, Guildford GU1 3QT

Fax number – 020 8549 6218

Email addresses – insolvency@wsm.co.uk (Kingston upon Thames) and guildford@wsm.co.uk (Guildford)

Telephone numbers – 020 8939 8240 (Kingston upon Thames) and 01483 405160 (Guildford)

Registered office – Connect House, 133-137 Alexandra Road, Wimbledon, London SW19 7JY

Regulated professions:

Andrew John Whelan, Adam Solomon Nakar, Douglas John Pinteau, Dermot Brendan Coakley, Richard Andrew Segal and Svetlana Chan are licensed as insolvency practitioners in the UK by the Institute of Chartered Accountants in England and Wales (“ICAEW”).

Public registers:

The Insolvency Service maintains a register of insolvency practitioners on its website:
www.insolvencydirect.bis.gov.uk/fip1/

VAT number – GB 223 0939 28

Professional liability insurance:

In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our Professional Indemnity insurer is CNA Insurance Company Limited of 13th Floor, 20 Fenchurch Street, London, EC3M 3BY. The territorial coverage is worldwide, excluding business conducted in the United States of America or Canada and excludes any action for a claim brought in any court of either of those two countries.

Dispute resolution procedure:

If for any reason you are dissatisfied with the services you are receiving, please contact the engagement practitioner. We will carefully consider any complaint we receive and, if we believe that we have given a less than satisfactory service, we will take all reasonable steps to put it right.

Whilst we undertake to look into any complaint carefully and promptly and to do all we can to explain the position to you, if you remain unsatisfied, you have the right to refer the matter to the Insolvency Complaints Gateway which is operated by the Insolvency Service, an Executive Agency of the Department of Business Innovation and Skills (BIS). Complaints can be submitted as follows:

- By completing an online complaints form at:
www.gov.uk/complain-about-insolvency-practitioner
(Guidance for those who wish to complain can also be found on this site)
- By calling the Insolvency Service helpline on 0300 678 0015
(9am to 5pm Monday to Thursday, and 9am to 3pm on Friday)
- By sending the completed complaints form by post to:
IP Complaints, Insolvency Service, 3rd Floor, 1 City Walk, Leeds, LS11 9DA

Conflict of interest:

If a conflict of interest should arise, either between two or more of our clients, or in the provision of multiple services to a single client, we will take such steps as are necessary to deal with the conflict. In resolving the conflict, we would be guided by the Code of Ethics of the ICAEW, which can be viewed at <https://www.icaew.com/regulation/ethics>, Code of Ethics section 210.

Professional rules applicable to regulated work:

Insolvency Regulations and Guidance Notes at:

<https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/regulations-and-guidance-notes>

Statements of Insolvency Practice at:

<https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/statements-of-insolvency-practice>

Codes of conduct:

ICAEW's Code of Ethics at:

<https://www.icaew.com/regulation/ethics>

Specific part of the ICAEW's Code of Ethics which is applicable to insolvency practitioners at:

<https://www.icaew.com/regulation/insolvency/sips-regulations-and-guidance/insolvency-code-of-ethics>

Both of these are in English.