

## **PROVISION OF SERVICES REGULATIONS SUMMARY SHEET FOR TURPIN BARKER ARMSTRONG**

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**

Martin Charles Armstrong FCCA FABRP FIPA MBA and James Edmund Patchett FCCA FABRP are fellows of and are licensed to act as Insolvency Practitioners in the United Kingdom by the Association of Chartered Certified Accountants [ACCA]. Andrew Bailey MABRP MIPA is licensed to act as an Insolvency Practitioner in the United Kingdom by ACCA.

Martin Charles Armstrong is a fellow of the Insolvency Practitioners Association [IPA]. Andrew Bailey is a Member of the IPA.

### **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 Turpin Barker Armstrong's IPs at <https://www.accaglobal.com/uk/en/member/standards/ethics/acca-code-of-ethics-and-conduct.html>. 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>.

### **Complaints**

At Turpin Barker Armstrong 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 Andrew Bailey at Turpin Barker Armstrong, Allen House, 1 Westmead Road, Sutton, Surrey, SM1 4LA. This will then formally invoke our complaints procedure and we will endeavour to deal with your complaint under the supervision of a partner 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-insolvency-practitioner](http://www.gov.uk/complain-about-insolvency-practitioner); or you can email [insolvency.enquiryline@insolvency.gsi.gov.uk](mailto:insolvency.enquiryline@insolvency.gsi.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>.

Turpin Barker Armstrong holds a Consumer Credit Licence, licence no.112720 and is authorised under that licence to conduct the following types of business:-

- Advising on investments (except on Pension Transfers and Pension Opt Outs).
- Advising on Pension Transfers and Pension Opt Outs.
- Advising on regulated mortgage contracts.
- Agreeing to carry on a regulated activity.
- Arranging (bringing about) deals in investments.
- Arranging (bringing about) regulated mortgage contracts.
- Credit Broking.
- Dealing in investments as agent.
- Debt-counselling.
- Making arrangements with a view to regulated mortgage contracts.
- Making arrangements with a view to transactions in investments.

Further details are held on the Consumer Credit Register, which can be found at <http://www.fca.org.uk/firms/systems-reporting/consumer-credit-register> Complaints relating to matters under our Consumer Credit Licence can be referred to The Financial Ombudsman Service, Exchange Tower, London E14 9SR and you may be able to access their Alternative Dispute Resolution (ADR) system. More information can be found at <http://financial-ombudsman.org.uk/consumer/complaints.htm>.

### **Professional Indemnity Insurance**

Turpin Barker Armstrong's Professional Indemnity Insurance is provided by Royal SunAlliance, through Lockton Companies LLP of North Quay, Temple Back, Bristol BS1 6FL. 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**

Turpin Barker Armstrong is registered for VAT under registration no. 318 0992 48

### **Bribery Act 2010**

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

Turpin Barker Armstrong 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.

Turpin Barker Armstrong requires all those who are associated with it to observe the highest standards of impartiality, integrity and objectivity.

Turpin Barker Armstrong 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.

Turpin Barker Armstrong 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.

### **Standard terms and conditions**

Turpin Barker Armstrong has standard terms and conditions for use with each type of engagement as follows:

Investment business

Pension transfers and pension opt-outs

Insolvency and Business Recovery

Any applicable standard terms are provided to the client at the start of the engagement and they can request a further copy if required. There are some situations where we consider that the Provision of Services may consider that a person is “using” our services without formally engaging us and becoming a client (e.g. creditors in insolvency appointments) and there are no standard terms and conditions for that type of relationship.