

Services Directive Disclosures

Name of firm — Cullen & Co UK Limited

Legal form - Limited liability company registered in England & Wales with registration number 10496128

Postal address — 52 Ravensfield Gardens, Epsom, Surrey KT19 0SR

Email address — Info@cullenco.co.uk

Telephone number — 0203 8877 200

Registered office — 52 Ravensfield Gardens, Epsom, Surrey KT19 0SR

Regulated professions:

Lauren Rachel Cullen is licensed as an insolvency practitioner 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:

<https://www.insolvencydirect.bis.gov.uk/fip1/>

VAT number — 257 2022 26

Professional liability insurance:

In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our Professional Indemnity insurer is Mapledown Underwriting LLP, The St Botolph Building, 138 Houndsditch, London EC3A 7AG. 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 for Business, Energy and Industrial Strategy (BEIS). Complaints can be submitted as follows:

- By calling the Insolvency Service Enquiry Line on 0300 678 0015 (Monday to Friday - 9am to 5pm)
- By completing an online complaints form at:
<https://www.gov.uk/complain-about-insolvency-practitioner>
(Guidance for those who wish to complain can also be found on this site)
- 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 <http://www.icaew.com/en/technical/ethics/icaew-code-of-ethics/icaew-code-of-ethics>, Code of Ethics section 220.

Professional rules applicable to regulated work:

Insolvency Regulations and Guidance Notes at:

<http://www.icaew.com/en/technical/insolvency>

Statements of Insolvency Practice at:

<http://www.icaew.com/en/technical/insolvency/insolvency-regulations-and-standards>

Codes of conduct:

ICAEW's Code of Ethics at:

<http://www.icaew.com/en/membership/regulations-standards-and-guidance/ethics>

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

<http://www.icaew.com/en/membership/regulations-standards-and-guidance/ethics/code-of-ethics-d>

Both of these are in English.