

PROVISION OF SERVICES REGULATIONS StepChange Voluntary Arrangements

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

Clare Lindley MIPA and James O'Carroll MIPA and are licensed to act as Insolvency Practitioners (IPs) in the United Kingdom by the Insolvency Practitioners Association.

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 Clare Lindley and James O'Carroll 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>

Complaints

StepChange Voluntary Arrangements strives to provide the best possible service for our clients. You can help us by telling us when we have done something well, but also if our standards slip below what you would expect.

Please send correspondence to the Head of VA, StepChangeVA, Arena Point, Merrion Way, Leeds LS2 8PA. If we are unable to settle your complaint, you may complain to the regulatory body that licences our insolvency practitioners.

Insolvency Practitioner's regulated work

Any complaints about the Insolvency Practitioner's regulated work should be completed online at www.gov.uk/complain-about-insolvency-practitioner

If you need any help with the form you can call the Insolvency Service Enquiry Line on 0300 6780015 (Monday to Friday 8am to 5pm) or you can email insolvency.enquiryline@insolvency.gsi.gov.uk

For more details, please visit:

<http://www.gov.uk/complain-about-insolvency-practitioner>

Professional Indemnity Insurance

StepChange Voluntary Arrangement's Professional Indemnity Insurance is provided by AIG Europe Ltd. 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 brought in any court in the United States of America or Canada].

VAT

StepChange Voluntary Arrangements is registered for VAT under registration no 100160201

StepChange Voluntary Arrangements is the trading name for Consumer Credit Counselling Service Voluntary Arrangements Limited. Registered in England Company No 5659160.