

## **Sale Smith & Co Limited**

### **Provision of Services Regulations 2009**

The following information is provided in accordance with our obligations under The Provision of Services Regulations 2009.

**Legal form:** Limited liability company incorporated in England & Wales (No: 05410554)

The company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk)

**Director:** Eileen T.F. Sale

**Services:** Insolvency Practitioners

**Registered office:** Inducta House  
Fryers Road  
Walsall  
West Midlands. WS2 7LZ

**Telephone:** 01922 624 777

**E mail:** admin@salesmith.co.uk

**VAT number:** GB 777 17 8577

**Authorisation:** Eileen T.F. Sale is licensed and regulated as an Insolvency Practitioner in the United Kingdom by the Insolvency Practitioners' Association (IP No 8738)

Mrs Sale's registration can be viewed at [www.insolvency-practioners.org.uk](http://www.insolvency-practioners.org.uk)

### **General terms and conditions:**

A Letter of Engagement accompanied by, or incorporated into, our standard terms and conditions of business is provided at the commencement of any engagement to which they apply.

**Applicable law:** The company only provides services in the United Kingdom. The company does not provide services elsewhere in the European Union because of the different technical characteristics applicable to the nature of the services it provides within those jurisdictions.

Unless specifically provided to the contrary in the Letter of Engagement, the Courts of England & Wales shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it

**Insurance:** Our professional indemnity insurer is CNA Insurance Company Limited. The territorial limit is worldwide, excluding the USA and Canada.

**Data Protection:** We are registered to hold and use data pursuant to the Data Protection Act

**Registration No:** ZA 305893

**Complaints:** At Sale Smith & Co Limited we pride ourselves on our professionalism, communication and efficiency. We are committed to providing a high quality service to all of our clients and endeavour to exceed your expectations.

On the rare occasion expectations are not met and something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We have a very efficient complaint service for you to voice any concerns you may have.

Primarily, we will deal with all complaints over the telephone: 01922 624777

Please address your complaint to the Insolvency Practitioner appointed on the matter by telephone.

However, should you wish to put something in writing, you can do so at the following address:-

FAO: Mrs Eileen T F Sale FIPA, Sale Smith & Co. Limited, Inducta House, Fryers Road, Walsall, West Midlands. WS2 7LZ.

Or alternatively you can email your complaint to [etfs@salesmith.co.uk](mailto:etfs@salesmith.co.uk)

We endeavour to respond in writing to all complaints within a period of 21 days of receipt. This period of time allows for an investigation of the matters which have been raised (if appropriate).

We would hope that before taking your complaint to the Insolvency Practitioner's RPB, that you would allow us to try to resolve the complaint. In the unlikely event that you are not satisfied with our response, all of our correspondence states the Recognised Professional Body ("RPB") which governs the Insolvency Practitioner(s) with responsibility for the matter. The relevant licensing bodies are as follows: Eileen T F Sale FIPA - Insolvency Practitioners Association. Or you can make a complaint to The Insolvency Service either: by calling the Insolvency Service helpline on 0300 678 0015 (Monday-Friday 8am to 5pm) or by visiting the Insolvency Service website at : <http://www.gov.uk/government/publications/insolvency-practitioners-guidance-for-those-who-want-to-complain> completing the online complaint form and submitting it electronically.

Further information about the complaint service is provided on The Insolvency Service website.

**Further Info:** Further information can be obtained by contacting Mrs Sale at the company's registered office, by telephone or by e mail [etfs@salesmith.co.uk](mailto:etfs@salesmith.co.uk)