

Restructuring & Insolvency

# Creditor Services

Help with customer  
insolvencies and bad  
debts

## Our Creditor Services team

We understand that creditors don't always have the time or resources available to deal with the burden of insolvency paperwork or processes. Nor do they necessarily have access to the technical information or advice needed to make the right decisions. This is where our team of dedicated experts can assist.

We provide expert advice and assistance with all aspects of insolvency and debt-related matters.

Our services are primarily offered free of charge to our clients and include:

- Representing clients' best interests at creditor meetings, asking important and often probing questions, and drawing on our industry and insolvency sector knowledge to obtain information and the best possible outcomes.
- Taking on the administrative burden associated with insolvency and debt recovery processes. Seeking recovery of bad debts by offering a full and simplified lodging service, which alleviates the amount of paperwork a creditor experiences in insolvency processes. In doing so we always focus on our client's best interests and work hard to ensure that maximum returns are achieved.
- Seeking the appointment in insolvency processes for our qualified insolvency practitioners to investigate the concerns of our clients and to obtain the best possible outcome in the longer term. This allows us to work more closely with our clients as an insolvency partner, and the clients we represent have access to a single point of reference for insolvency advice, case updates, and assistance.
- Reporting in a simplified and easy to understand format on all cases we are referred, whether that be an ad-hoc referral or as part of a large portfolio.

### How we can help you

Our main goal is to help you recover outstanding debts owed to you by corporate clients and individuals.

As a creditor, you are entitled to nominate an insolvency practitioner firm of your choice to act on your behalf and to potentially seek the appointment further down the process to investigate your concerns.

Protecting your debt portfolio involves a lot of red tape and it can be time-consuming and costly, especially in the initial stages of the process.

Our creditor services team can help in the pre-appointment and submission stages by alleviating the burden of insolvency paperwork such as proxy forms and proof of debt forms - we take over the burden of dealing with insolvency paperwork so that you don't have to.

### Representation

Many creditors simply don't have the time or resources to attend creditor meetings. This means they miss out on the opportunity to question directors of insolvent companies, insolvent individuals, and proposed insolvency practitioners, which can be an important part of the process when establishing facts about a case.

Your proxy vote is valuable, and if you are not able to attend a creditors' meeting, we can act on your behalf to ensure your best interests are not overlooked.

Once instructed and authorised to act, our creditor services team can attend and report back on the key points of information in a simplified easy to understand format.

We routinely attend creditors' meetings for all types of insolvency situations, including meetings to approve (or otherwise) an administrator's proposals, company or individual voluntary arrangement proposals, appointments of liquidators, or the formation of a creditors' committee in liquidations, bankruptcies, and administrations.

This service applies to all formal procedures where we can review the proposed strategy and challenge where appropriate.

Whilst representing your interests, we seek to ensure all relevant information is discussed at each meeting.

If appropriate, we will seek to modify proposals for a compromise of debt or to obtain the appointment of an alternative, qualified insolvency practitioner from the PKF team. This can improve the potential for greater debt recovery and allows us to work more closely with creditors to investigate their concerns.

This aligned approach has the potential to uncover further avenues of investigation or assets, which once realised, could increase overall returns to creditors.

### Providing initial assessments

It isn't always clear whether pursuing a debt through an insolvency procedure will be worthwhile.

We perform initial reviews for clients, at no cost, to assess whether there are potential benefits to be gained from taking further action. We combine our objective opinion with realistic advice.

### Specialised sector knowledge

The team attends regular creditor forums focused on particular industry sectors. These meetings provide invaluable sector knowledge, helping clients to minimise the risk of incurring bad debts.

### National and international reach

Our national reach allows the team to assist throughout the UK and our international network means we can also help with cross-border claims.

Efficient, yet personal, where debts are concerned speed is of the essence. By responding quickly to enquiries and applying systems and processes, we ensure clients receive a bespoke, efficient, and cost-effective service.

Our Creditor Services team works closely with our Fraud and Forensic team who have extensive expertise and can interrogate information on complex assignments to enable tracing of monies which may have been misappropriated.

### Insolvency depth

Our Restructuring & Insolvency team has insolvency practitioners skilled in all types of formal procedures, including:

- Administration
- Creditors' Voluntary Liquidation
- Compulsory Liquidation
- Company Voluntary Arrangement
- Bankruptcy
- Individual Voluntary Arrangement

The team can also advise clients on actions they can take to avoid becoming insolvent, including debt rescheduling and restructuring solutions.

We focus on giving practical advice, whatever the situation.

### For more information please contact our Restructuring & Insolvency team:



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