



67 Grosvenor Street  
Mayfair London W1K 3JN

TO ALL KNOWN CONSUMER CLIENTS

Case contact: William Belsey-Farrer  
Email: [william.belsey-farrer@voscap.co.uk](mailto:william.belsey-farrer@voscap.co.uk)  
Our ref: FAC01ADM/ILG/AS/RS/MXD/

20 September 2024

Dear Sirs

### **Facet Investment Management Ltd - In Administration ('the Company')**

On 23 August 2024, the Company entered Administration and Ian Lawrence Goodhew and Abigail Shearing of Voscap Limited were appointed Joint Administrators. The appointment was made by the Company's Director in accordance with paragraph 22(2) of Schedule B1 to the Insolvency Act 1986. Formal notice of our appointment is attached. As licensed Insolvency Practitioners, we are bound by the Insolvency Code of Ethics when carrying out all professional work relating to the administration.

#### Background

The Company is authorised and regulated by the Financial Conduct Authority under Register No: 131372 (<http://www.fca.org.uk/register>). The Company's registered address was 2 Charlwood Court, County Oak Way, Crawley, West Sussex, RH11 7XA under the Companies House registration number 1931757.

The Company is a firm of investment managers and independent financial advisers providing:

- Wealth management (Pension and investment portfolios);
- Discretionary investment management and
- Financial planning services
- Protecting Client Assets (Personal/Asset/Business protection)
- Later life planning (Equity release mortgages)
- Estate planning (Wills, Trusts and Power of Attorney)
- Mortgage planning, and
- Health insurance.

The decision to place the Company into Administration was made as a result of the Company having financial difficulties, which in the end led to it becoming insolvent. The Financial Conduct Authority ("FCA") imposed requirements on 26 June 2024, after it became evident the firm was most likely insolvent and upon seeking professional advice the director concluded that the Company was or was likely to become cash flow insolvent in the future. As a result of this the director appointed the Joint Administrators to manage the affairs of the Company.

Ian Goodhew is authorised to act as an insolvency practitioner in the UK by the IPA. IP Number 28472. Abigail Shearing is authorised to act as an insolvency practitioner in the UK by the IPA. IP Number 10290.

**Tel** 0207 769 6831 / **Email** [facet@voscap.co.uk](mailto:facet@voscap.co.uk) / **Web** [www.voscap.co.uk](http://www.voscap.co.uk)

Voscap Ltd is a limited liability company registered in England and Wales number 11994499

The company is a member of the Insolvency Practitioners Association (IPA) and its insolvency practitioners are licensed in the United Kingdom to act as insolvency practitioners by the IPA.

Registered Office: 67 Grosvenor Street, Mayfair, London W1K 3JN



### Ongoing restrictions and impact to clients

As stated above, given the financial position of the Company, requirements were placed by the FCA on the regulated activities that the Company could operate under. These requirements were effective on 26 June 2024 and include restrictions on the Company's regulated activities and on dealing with assets of the Company. Further information in this regard can be obtained from the FCA register <https://register.fca.org.uk/s/firm?id=001b000000MfFa7AAF#what-can-this-firm-do-restrictions>. The Joint Administrators continue to liaise with the stakeholders of the Company in this regard.

- All existing policies will continue to have cover and are not impacted by the appointment of the Joint Administrators .
- All investments/ mortgages are held with third party providers and they are not impacted by the Company entering Administration.

There is therefore no action required at this stage whilst the Joint Administrators identify an alternative authorised firm to purchase the Company. Should clients of the Company wish to amend, renew or seek alternative arrangements in respect of their policies, investments or financial products they may make their own separate arrangements and are advised to seek their own independent financial advice in this regard. Clients who pay for their policies/ products monthly must continue to pay any premiums which are due in order to maintain cover.

### Further updates

We will be updating all creditors/ clients by no later than 18 October 2024 on the progress of the sale of the Company in whole or in part, this being the date the Proposals for the Administration are due. In addition, six monthly reports to creditors will be issued in accordance with our statutory reporting requirements on our designated portal, hard copies will be made available if specifically requested. Should creditors/ clients wish to opt out of our receiving further communication, information in that regard was made available in the Joint Administrator's letter dated 5 September 2024. If clients have any specific queries in respect of the insolvency, they can contact the Joint Administrators by email at [facet@voscap.co.uk](mailto:facet@voscap.co.uk).

### Complaints to the Company

As a result of the appointment of the Joint Administrators, the Company is protected by a statutory moratorium which prevents any legal processes being initiated against the Company. However, this does not stop you submitting a complaint about a financial product or service that was provided by the Company. If you want to make a complaint in the meantime, please submit this to the following address, The Joint Administrators, Facet Investment Management Ltd - In Administration, 67 Grosvenor Street, Mayfair, London W1K 3JN or by email to [facet@voscap.co.uk](mailto:facet@voscap.co.uk) Further information can be found in the below FAQ.

### Advice to Clients

The Company at present is not providing any advice to clients, renewing or issuing new policies, investments or any other financial products. Should clients have any queries regarding their existing policy(ies) or financial products they should contact the provider directly. If there is a need for ongoing or new advice regarding a policy or financial product, please seek independent financial advice.

### Further information

If you require further information, please review our enclosed FAQs which cover the key information under three sections – Investments, Mortgage Products and Insurance Policies. You only need to refer to the section or sections that are relevant to your circumstances.

If you have any outstanding queries not covered by the FAQs you can contact us by email at [facet@voscap.co.uk](mailto:facet@voscap.co.uk). Please ensure any email sent to this address includes any policy/client reference numbers and we will respond to you as soon as possible.

### GDPR

As part of our role as Joint Administrators, we may need to access and use data relating to individuals. In doing so, we must abide by data protection requirements.

Information about the way that we will use and store personal data in relation to insolvency appointments can be found at <https://www.voscap.co.uk/privacy-notice/>

It is important that you read this Fair Processing Notice so that you are truly aware of how and why we are using your data. This Fair Processing Notice supplements any other notices the Company may have served on you and is not intended to override them.

Other matters

If there are any matters concerning the Company's affairs which you consider may require investigation and consequently should be brought to our attention, please forward the details to me in writing as soon as possible.

If you require any further information or explanation, please do not hesitate to contact us using the contact details above.

Yours faithfully



Ian Goodhew  
Joint Administrator

Enc. Notice of Appointment  
FAQs – under three sections (Investments, Mortgage Products and Insurance Policies)

The joint Joint Administrators act as agents of the company and without personal liability.  
The affairs, business and property of the company are being managed by the Joint Administrators,  
Ian Goodhew and Abigail Shearing.

## **Facet Investment Management Ltd - In Administration ('the Company')** **Client FAQs – Insurance Policies**

### **Being alert to scams**

All Clients should remain alert to the possibility of fraud. If you are cold called by someone claiming to be from Facet Investment Management Ltd, please end the call and contact Voscap Limited directly on 0203 709 7879.

### **What has happened to Facet Investment Management Ltd?**

The decision to place the Company into Administration was made as a result of the Company having financial difficulties, which in the end led to it becoming insolvent. The Financial Conduct Authority ("FCA") imposed requirements on 26 June 2024, after it became evident the firm was most likely insolvent and upon seeking professional advice the director concluded that the Company was or was likely to become cash flow insolvent in the future. As a result of this the director appointed the Joint Administrators to manage the affairs of the Company.

It should be noted that some of the Company's clients were advised or received services from Appointed Representatives (ARs) of the Company, namely *Berkeley Financial Partners Limited, FM Management Limited and Allonby & Partners Ltd*. Where this has been the case, the Company being the principal firm was responsible for their conduct against FCA rules and regulations and any complaints about products or services advised or arranged by these firms is the responsibility of the Company.

### **What is Administration?**

Administration is an insolvency process by which the Company has been placed under the control of insolvency practitioners, who will manage the affairs of the Company, instead of the director.

The Joint Administrators have a statutory objective of achieving a better outcome for creditors than in a winding up of the firm (without first entering administration) and intend to continue to operate the Company while a sale of the business in whole or in part is arranged in order to meet this objective.

### **Who are the Joint Administrators?**

Ian Lawrence Goodhew and Abigail Shearing of Voscap Limited 67 Grosvenor Street, Mayfair, London W1K 3JN were appointed ("Joint \*Administrators") on 23 August 2024. The Joint Administrators are both qualified insolvency practitioners, regulated by the Insolvency Practitioners Association their IP numbers are 28472 and 10290 respectively.

### **Is the FCA aware of the Administration**

Yes, the Company remains authorised and regulated by the FCA who, given the financial position of the Company imposed a number of requirements on the Company. The Joint Administrators are liaising closely with the FCA, and whilst the appointment was made by the director of the Company, consent was also required and obtained from the FCA in respect of the proposed Joint Administrators in advance of their proposed appointment. The Joint Administrators, who are officers of the Court and need to comply with relevant insolvency law, are licensed to act as insolvency practitioners by the Insolvency Practitioners Association.

The Joint Administrators will also speak to other relevant agencies such as HM Revenue and Customs, the Financial Ombudsman Service ('FOS'), and the Financial Services Compensation Scheme ('FSCS'). You will be provided with all relevant information in due course.

### **Will the FCA be overseeing the Administration?**

The FCA is not the regulatory authority for Insolvency Practitioners. However, the Company remains authorised by the FCA and subject to the aforementioned imposed requirements. The Joint Administrators will continue to liaise with the FCA throughout the Administration.

### **What are the requirements/ restrictions placed on the Company's financial activities?**

Information relating to the requirements/ restrictions that have been made by the FCA can be found on the Financial Services Register using the following link:  
<https://register.fca.org.uk/s/firm?id=001b000000MfFa7AAF#what-can-this-firm-do-restrictions>

**What happens to my insurance policy/ product?**

If you bought your insurance through the Company or one of its ARs, then the cover provided by your Insurer will remain in place to the end of its term so long as you continue to pay the ongoing premiums. This means the Company entering Administration has no affect on your policy.

**Do I need to do anything?**

No action is needed, the Joint Administrators are now engaged in an accelerated sale process of the Company in whole or in part. It is the intention of the Joint Administrators to trade the Company whilst in administration, subject to funding, to allow the Joint Administrators time to arrange an orderly sale of the Company in whole or in part . We will provide you with regular updates regarding this process as outlined above. However, it should be noted that the Company at present is not providing any advice to clients, or issuing new insurance products. Should clients have any queries regarding their insurance products they should contact the provider directly. If there is a need for ongoing or new advice regarding a investment/ financial product please seek independent financial advice.

**I need to amend my policy, what do I need to do?**

If you need to make an urgent change you should contact the policy provider as usual to confirm what options are available to you and to discuss your needs further.

**Can I obtain a quote for a new policy or renew my insurance policy?**

The Company is not renewing or issuing new policies.

**Do I still need to pay my premiums?**

You must continue to pay any premiums which are due. Failure to maintain payment for your insurance may result in your cover being cancelled.

**Can I move to another provider?**

Should you wish to move to another provider you are free to do so, however please be aware that this may be subject to any cancellation charges applicable to your product and you should check your terms and conditions.

**What do I do if I am unhappy with the amount quoted as an additional premium?**

The additional premium is set by your insurer and cannot be changed. If you are unhappy with the sum of the additional premium, you can cancel the policy and seek insurance cover elsewhere.

**I have a claim, what should I do?**

Your policy remains in place and if you have a claim you should continue to follow the standard process as detailed in your policy documents. If you have an existing claim, policy provider will continue to process your claim as usual.

**Can I make a claim to the Financial Services Compensation Scheme ("FSCS") relating to the failure (or insolvency) of the Company?**

FSCS is the UK compensation scheme for Clients of authorised financial services firms and protects consumers when those firms are not able to meet protected claims against them. FSCS follows the rules set by the UK financial services regulators when determining whether a claim is eligible for compensation.

FSCS will undertake an investigation into the Company to determine whether there are protected claims under its rules. If this is the case, compensation will be subject to FSCS limits, which are currently £85,000 per customer for investment and pension negligence claims.

If you believe you have a claim against the Company, you can make a claim to FSCS. It's free to make a claim and if you claim directly, you will keep 100% of any compensation you are owed. FSCS will work closely with the Administrators to determine whether there are any claims that meet the qualifying conditions for compensation..

**Can I make a complaint to the Financial Ombudsman Service (FOS)**

FOS will not take on complaints where it relates to an insolvent firm. In the first instance, in respect of any complaint you may have in relation to the Company or its ARs, please contact the Joint Administrators. The

Joint Administrators, Facet Investment Management Ltd - In Administration, 67 Grosvenor Street, Mayfair, London W1K 3JN or by email [facet@voscap.co.uk](mailto:facet@voscap.co.uk)

**What if I already have a case with FOS?**

If you have already referred a complaint to the FOS, you don't need to take any action at the moment. The FOS will contact you in due course regarding the next steps.

**A complaint that has been upheld but not yet paid**

Once the FOS has upheld a complaint and made an award, the firm is under an obligation to pay the recommended redress. If you have received such an award from FOS, please contact the Joint Administrators, Facet Investment Management Ltd - In Administration, 67 Grosvenor Street, Mayfair, London W1K 3JN or by email [facet@voscap.co.uk](mailto:facet@voscap.co.uk).

**Do I need to use a claims management company?**

You should proceed with caution if you are approached by a claims management company (CMC). For the vast majority of clients, there is no benefit in involving a third party in a claim. If you use a CMC to assist you with any claim, the CMC is likely to seek a fee which may reduce what you receive.

**Where can I find more information on the progress of the administration?**

We will be updating all creditors/ clients by no later than 18 October 2024 on the progress of the sale process of the Company in whole or in part this being the date the Proposals for the Administration are due. In addition, six monthly reports to creditors will be issued in accordance with our statutory reporting requirements on our designated portal, hard copies will be made available if specifically requested. Should creditors/ clients wish to opt out of receiving further communication, information in that regard was made available in the Joint Administrator's initial communication sent on 5 September 2024. If clients have any specific queries in respect of the insolvency they can contact the Joint Administrators by email at [facet@voscap.co.uk](mailto:facet@voscap.co.uk)

## **Facet Investment Management Ltd - In Administration ('the Company')** **Client FAQs – Mortgage Products**

### **Being alert to scams**

All Clients should remain alert to the possibility of fraud. If you are cold called by someone claiming to be from Facet Investment Management Ltd, please end the call and contact Voscap Limited directly on 0203 709 7879.

### **What has happened to Facet Investment Management Ltd?**

The decision to place the Company into Administration was made as a result of the Company having financial difficulties, which in the end led to it becoming insolvent. The Financial Conduct Authority ("FCA") imposed requirements on 26 June 2024, after it became evident the firm was most likely insolvent and upon seeking professional advice the director concluded that the Company was or was likely to become cash flow insolvent in the future. As a result of this the director appointed the Joint Administrators to manage the affairs of the Company.

It should be noted that some of the Company's clients were advised or received services from Appointed Representatives (ARs) of the Company, namely Berkeley Financial Partners Limited, AFM Management Limited and Allonby & Partners Ltd. Where this has been the case, the Company being the principal firm was responsible for their conduct against FCA rules and regulations and any complaints about products or services advised or arranged by these firms is the responsibility of the Company.

### **What is Administration?**

Administration is an insolvency process by which the Company has been placed under the control of insolvency practitioners, who will manage the affairs of the Company, instead of the director.

The Joint Administrators have a statutory objective of achieving a better outcome for creditors than in a winding up of the firm (without first entering administration) and intend to continue to operate the Company while a sale of the business in whole or in part is arranged in order to meet this objective.

### **Who are the Joint Administrators?**

Ian Lawrence Goodhew and Abigail Shearing of Voscap Limited 67 Grosvenor Street, Mayfair, London W1K 3JN were appointed ("Joint \*Administrators") on 23 August 2024. The Joint Administrators are both qualified insolvency practitioners, regulated by the Insolvency Practitioners Association their IP numbers are 28472 and 10290 respectively..

### **Is the FCA aware of the Administration**

Yes, the Company remains authorised and regulated by the FCA who, given the financial position of the Company imposed a number of requirements on the Company. The Joint Administrators are liaising closely with the FCA, and whilst the appointment was made by the director of the Company, consent was also required and obtained from the FCA in respect of the proposed Joint Administrators in advance of their proposed appointment. The Joint Administrators, who are officers of the Court and need to comply with relevant insolvency law, are licensed to act as insolvency practitioners by the Insolvency Practitioners Association.

The Joint Administrators will also speak to other relevant agencies such as HM Revenue and Customs, the Financial Ombudsman Service ('FOS'), and the Financial Services Compensation Scheme ('FSCS'). You will be provided with all relevant information in due course.

### **Will the FCA be overseeing the Administration?**

The FCA is not the regulatory authority for Insolvency Practitioners. However, the Company remains authorised by the FCA and subject to the aforementioned imposed restrictions/ requirements. The Joint Administrators will continue to liaise with the FCA throughout the Administration.

### **What are the requirements/ restrictions placed on the Company's financial activities?**

Information relating to the requirements/ restrictions that have been made by the FCA can be found on the Financial Services Register using the following link:  
<https://register.fca.org.uk/s/firm?id=001b000000MfFa7AAF#what-can-this-firm-do-restrictions>

**What happens to my mortgage product?**

If you obtained your mortgage product through the Company/ AR, they acted as your mortgage broker so the Company entering Administration does not affect your mortgage product policy which still remains in force.

**Do I need to do anything?**

No action is needed, the Joint Administrators are now engaged in an accelerated sale process of the Company in whole or in part to secure an alternative manager. It is the intention of the Joint Administrators to trade the Company whilst in administration, subject to funding, to allow the Joint Administrators time to arrange an orderly hand over of the Company to an alternative provider. We will provide you with regular updates regarding this process as outlined above. However, it should be noted that the Company at present is not providing any advice to clients or issuing new mortgage products. Should clients have any queries regarding their mortgage product they should contact the provider directly. If there is a need for ongoing or new advice regarding a mortgage product please seek independent financial advice.

**I need to amend my mortgage product, what do I need to do?**

If you need to make an urgent change you should contact the mortgage provider as usual to confirm what options are available to you and to discuss your needs further.

**Can I obtain a re mortgage or seek a new mortgage product?**

The Company is not providing any mortgage products at this time.

**Do I still need to pay my monthly mortgage payment?**

You must continue to pay any agreed mortgage payments as per your policy. Failure to maintain payments in respect of your mortgage may result in an adverse credit score and action being taken in regard to the arrears.

**Can I move to another mortgage provider?**

Should you wish to move to another provider you are free to do so, however please be aware that this may be subject to any cancellation charges applicable to your mortgage product and you should check your terms and conditions.

**Can I make a claim to the Financial Services Compensation Scheme ("FSCS") relating to the failure (or insolvency) of the Company?**

FSCS is the UK compensation scheme for Clients of authorised financial services firms and protects consumers when those firms are not able to meet protected claims against them. FSCS follows the rules set by the UK financial services regulators when determining whether a claim is eligible for compensation.

FSCS will undertake an investigation into the Company to determine whether there are protected claims under its rules. If this is the case, compensation will be subject to FSCS limits, which are currently £85,000 per customer for investment and pension negligence claims.

If you believe you have a claim against the Company, you can make a claim to FSCS. It's free to make a claim and if you claim directly, you will keep 100% of any compensation you are owed. FSCS will work closely with the Administrators to determine whether there are any claims that meet the qualifying conditions for compensation.

**Can I make a complaint to the Financial Ombudsman Service (FOS)**

FOS will not take on complaints where it relates to an insolvent firm. In the first instance please contact the Joint Administrators, Facet Investment Management Ltd - In Administration, 67 Grosvenor Street, Mayfair, London W1K 3JN or by email [facet@voscap.co.uk](mailto:facet@voscap.co.uk)

**What if I already have a case with FOS?**

If you've already referred a complaint to the FOS, you don't need to take any action at the moment. The FOS will contact you in due course regarding the next steps.

**A complaint that has been upheld but not yet paid**

Once the FOS has upheld a complaint and made an award, the firm is under an obligation to pay the recommended redress. If you have received such an award from FOS, please contact the Joint Administrators,



Facet Investment Management Ltd - In Administration, 67 Grosvenor Street, Mayfair, London W1K 3JN or by email [facet@voscap.co.uk](mailto:facet@voscap.co.uk).

**Do I need to use a claims management company?**

You should proceed with caution if you are approached by a claims management company (CMC). For the vast majority of clients, there is no benefit in involving a third party in a claim. If you use a CMC to assist you with any claim, the CMC is likely to seek a fee which may reduce what you receive.

**Where can I find more information on the progress of the administration?**

We will be updating all creditors/ clients by no later than 18 October 2024 on the progress of the sale of the Company in whole or in part, this being the date the Proposals for the Administration are due. In addition six monthly reports to creditors will be issued in accordance with our statutory reporting requirements on our designated portal, hard copies will be made available if specifically requested. Should creditors/ clients wish to opt of our receiving further communication, information in that regard will be made available in the Joint Administrator's initial communication. If clients have any specific queries in respect of the insolvency they can contact the Joint Joint Administrators by email at [facet@voscap.co.uk](mailto:facet@voscap.co.uk)

**Facet Investment Management Ltd - In Administration ('the Company')**  
**Client FAQs – Investment / Finance**

**Being alert to scams**

All Clients should remain alert to the possibility of fraud. If you are cold called by someone claiming to be from Facet Investment Management Ltd, please end the call and contact Voscap Limited directly on 0203 709 7879.

**What has happened to Facet Investment Management Ltd?**

The decision to place the Company into Administration was made as a result of the Company having financial difficulties, which in the end led to it becoming insolvent. The Financial Conduct Authority ("FCA") imposed requirements on 26 June 2024, after it became evident the firm was most likely insolvent and upon seeking professional advice the director concluded that the Company was or was likely to become cash flow insolvent in the future. As a result of this the director appointed the Joint Administrators to manage the affairs of the Company.

It should be noted that some of the Company's clients were advised or received services from Appointed Representatives (ARs) of the Company, namely Berkeley Financial Partners Limited, AFM Management Limited and Allonby & Partners Ltd. Where this has been the case, the Company being the principal firm was responsible for their conduct against FCA rules and regulations and any complaints about products or services advised or arranged by these firms is the responsibility of the Company.

**What is Administration?**

Administration is an insolvency process by which the Company has been placed under the control of insolvency practitioners, who will manage the affairs of the Company, instead of the director.

The Joint Administrators have a statutory objective of achieving a better outcome for creditors than in a winding up of the firm (without first entering administration) and intend to continue to operate the Company while a sale of the Company in whole or in part is arranged in order to meet this objective.

**Who are the Joint Administrators ?**

Ian Lawrence Goodhew and Abigail Shearing of Voscap Limited 67 Grosvenor Street, Mayfair, London W1K 3JN were appointed ("Joint Administrators") on 23 August 2024. The Joint Administrators are both qualified insolvency practitioners, regulated by the Insolvency Practitioners Association their IP numbers are 28472 and 10290 respectively.

**Is the FCA aware of the Administration**

Yes, the Company remains authorised and regulated by the FCA who, given the financial position of the Company imposed a number of requirements on the Company. The Joint Administrators are liaising closely with the FCA, and whilst the appointment was made by the director of the Company, consent was also required and obtained from the FCA in respect of the proposed Joint Administrators in advance of their proposed appointment. The Joint Administrators, who are officers of the Court and need to comply with relevant insolvency law, are licensed to act as insolvency practitioners by the Insolvency Practitioners Association.

The Joint Administrators will also speak to other relevant agencies such as HM Revenue and Customs, the Financial Ombudsman Service ('FOS'), and the Financial Services Compensation Scheme ('FSCS'). You will be provided with all relevant information in due course.

**Will the FCA be overseeing the Administration?**

The FCA is not the regulatory authority for Insolvency Practitioners. However, the Company remains authorised by the FCA and subject to the aforementioned imposed requirements. The Joint Administrators will continue to liaise with the FCA throughout the Administration.

**What are the requirements placed on the Company's financial activities?**

Information relating to the requirements/ restrictions that have been made by the FCA can be found on the Financial Services Register using the following link:  
<https://register.fca.org.uk/s/firm?id=001b000000MfFa7AAF#what-can-this-firm-do-restrictions>

**What happens to my investment/ financial product?**

The Company/ AR may have advised on individual transactions or provided ongoing advice on a portfolio of investments on behalf of the Client. If you obtained your investment/ financial product through the Company/ AR, the Company entering Administration does not affect your investment/ financial product which still remains in force.

Whether you get the money you invested back and any return on that investment continues to depend on the performance of the investment/ financial product and is unaffected by the Administration.

**Do I need to do anything?**

No action is needed, the Joint Administrators are now engaged in an accelerated sale of the Company in whole or in part process to secure an alternative manager. It is the intention of the Joint Administrators to trade the Company whilst in administration, subject to funding, to allow the Joint Administrators time to arrange an orderly hand over of the Company to an alternative provider. We will provide you with regular updates regarding this process as outlined above. However, it should be noted that the Company at present is not providing any advice to clients or issuing new investment/ financial product products. Should clients have any queries regarding their investment/ financial product they should contact the provider directly. If there is a need for ongoing or new advice regarding a investment/ financial product please seek independent financial advice.

**Do I have to pay to get my money or assets back?**

The Company was not permitted to hold Client money.

If money or assets belonging to clients are being held by third party investment/ financial providers please contact your provider directly.

**Can I obtain a quote for a new investment/ financial product?**

The Company is not providing any new products at this time.

**Can I move to another product?**

Should you wish to move to another provider you are free to do so, however please be aware that this may be subject to any cancellation charges applicable to your product and you should check your terms and conditions.

**I have a claim, what should I do?**

Your product remains in place and if you have a claim you should continue to follow the standard process as detailed in your investment/ financial product documents.

**Can I make a claim to the Financial Services Compensation Scheme ("FSCS") relating to the failure (or insolvency) of the Company?**

FSCS is the UK compensation scheme for Clients of authorised financial services firms and protects consumers when those firms are not able to meet protected claims against them. FSCS follows the rules set by the UK financial services regulators when determining whether a claim is eligible for compensation.

FSCS will undertake an investigation into the Company to determine whether there are protected claims under its rules. If this is the case, compensation will be subject to FSCS limits, which are currently £85,000 per customer for investment and pension negligence claims.

If you believe you have a claim against the Company, you can make a claim to FSCS. It's free to make a claim and if you claim directly, you will keep 100% of any compensation you are owed. FSCS will work closely with the Administrators to determine whether there are any claims that meet the qualifying conditions for compensation.

**Can I make a complaint to the Financial Ombudsman Service (FOS)**

FOS will not take on complaints where it relates to an insolvent firm. In the first instance please contact the Joint Administrators, Facet Investment Management Ltd - In Administration, 67 Grosvenor Street, Mayfair, London W1K 3JN or by email [facet@voscap.co.uk](mailto:facet@voscap.co.uk).

**What if I already have a case with FOS?**

If you have already referred a complaint to the FOS, you don't need to take any action at the moment. The FOS will contact you in due course regarding the next steps.

**A complaint that has been upheld but not yet paid**

Once the FOS has upheld a complaint and made an award, the firm is under an obligation to pay the recommended redress. In this case, it is known that there are a number of upheld claims which the Company failed to pay to the clients before the commencement of the Administration. In the first instance, please contact the Joint Administrators, Facet Investment Management Ltd - In Administration, 67 Grosvenor Street, Mayfair, London W1K 3JN or by email [facet@voscap.co.uk](mailto:facet@voscap.co.uk).

**Do I need to use a claims management company?**

You should proceed with caution if you are approached by a claims management company (CMC). For the vast majority of clients, there is no benefit in involving a third party in a claim. If you use a CMC to assist you with any claim, the CMC is likely to seek a fee which may reduce what you receive.

**Where can I find more information on the progress of the administration?**

We will be updating all creditors/ clients by no later than 18 October 2024 on the progress of the sale process of the Company in whole or in part, this being the date the Proposals for the Administration are due. In addition, six monthly reports to creditors will be issued in accordance with our statutory reporting requirements on our designated portal, hard copies will be made available if specifically requested. Should creditors/ clients wish to opt of our receiving further communication, information in that regard will be made available in the Joint Administrator's initial communication. If clients have any specific queries in respect of the insolvency they can contact the Joint Administrators by email at [facet@voscap.co.uk](mailto:facet@voscap.co.uk)

# Notice of appointment of an administrator by the directors of a company (where a notice of intention to appoint has been given) (a)



(a) Amend heading as applicable.  
(Rule 3.24(1).)

(aa) This notice is prepared for a company incorporated within England and Wales under the Companies Act 2006 or a previous Companies Act. If the company is incorporated outside the UK or is an unregistered company refer to rule 1.6 for identification requirements. (Rules 3.24(1)(a) and 1.6.)

Name of Company <b>Facet Investment Management Limited</b>	(aa) Company number <b>01931757</b>
In the <b>High Court of Justice, Business &amp; Property Courts of England &amp; Wales, Companies &amp; Insolvency List (ChD)</b>	For court use only Court case number <b>CR-2024-004914</b>

(aaa) (Rule 1.29.)

(aaa) This notice of appointment is given in accordance with the requirements of rule 3.24 of the Insolvency (England and Wales) Rules 2016 (IR 2016) and paragraph 29 of Schedule B1 to the Insolvency Act 1986 (respectively, Schedule B1 and IA 1986.) References in this notice of appointment to rules and sections are, unless expressly provided otherwise, respectively references to rules of the IR 2016, and to sections of the IA 1986.

(b) Select applicable appointer (rule 3.24(1)(b)).

1. (b) The director of the company (the appointer) has appointed the following named person(s) as administrator(s) of the company: (c) IAN LAWRENCE GOODHEW and ABIGAIL SHEARING of (c) Voscap Limited, 67 Grosvenor Street, Mayfair, London, W1K 3JN as joint administrators of the company

(c) Insert names of person[s] appointed as administrator[s]. (Rule 3.24(1)(c).)

and notice that this appointment has been made is hereby given.

(d) Amend as applicable (rule 3.24(1)(d)).

2. (d) Copies of the administrators' consents to act accompany this notice.

(e) (Rule 3.24(1)(e).)

3. (e) The appointer is entitled to make an appointment under paragraph 22 of Schedule B1.

(f) (Rule 3.24(1)(f).)

4. (f) This appointment is in accordance with Schedule B1.

(g) Delete as applicable. An Article 1.2 undertaking is, broadly, one of the following: (a) an insurance undertaking; (b) a credit institution; (c) an investment undertaking providing services involving the holding of funds or securities for third parties; or (d) a collective investment undertaking. (Rules 3.24(1)(g) and 1.2.)

5. The company (g) is an Article 1.2 undertaking (as defined in rule 1.2).

6. The proceedings flowing from the appointment will be (h) COMI proceedings and the reasons for so stating are as follows:

(i) the company's registered office address is at Unit 35, Basepoint Business Centre, Metcalf Way, Crawley, England RH11 7XX and there is nothing to rebut the presumption that the company's centre of main interest is in England.

(h) Delete as applicable: the wording used will depend on the facts and on whether the changes to the IR 2016 made by the Insolvency (Amendment) (EU Exit) Regulations 2019 apply (rule 3.24(1)(h)).

7. The appointer has given written notice of their intention to appoint in accordance with paragraph 26(1) of Schedule B1 and a copy of that notice was filed at court on (j) 19 August 2024 and (k) each person to whom the notice was sent has consented to this appointment.

(i) Insert reasons for the statement. (Rules 3.24(1)(i) and 1.7.)

8. The (l) administrators' appointment was made on (ll) the date and time that this notice is endorsed by the court as shown below.

(j) Insert date of filing of notice of intention to appoint (rule 3.24(1)(j)).

(k)/(kk) Select applicable paragraph. (Rule 3.24(1)(k).)

(l) Amend as applicable and

(ll) insert time and date of appointment. (Rule 3.24(1)(ll).)

(m) Where there are two or more administrators appointed the notice is required to include a paragraph 100(2) Schedule B1 statement which should be amended as applicable. (Rule 3.24(2).) Prior to IR 2016 this statement was a separate document.

9. (m) For the purposes of paragraph 100(2) of Schedule B1 the administrators may exercise any of the powers conferred on them by the IA 1986 jointly or individually.

(n) Insert name of appointer or person making the declaration on behalf of the appointer (and in that case indicate capacity in which the statement is made e.g. solicitor, director). (Rule 3.24(3).)

10. I (n) **JOHN RICHARD MITCHELL** of 7 Kinsman Mews, Hertford, SG13 8EW

do solemnly and sincerely declare that: (o)

- (i) the statements in paragraphs 3 and 4 are true,
- (ii) so far as I am able to ascertain, the statements made and information given in the statutory declaration filed with the notice of intention to appoint remain accurate,


and the statements made and information given in this notice of appointment are, to the best of my knowledge and belief, true

**AND I make this solemn declaration conscientiously believing the same to be true and by virtue of the provisions of the Statutory Declarations Act 1835.**

Declared at [ GARDEN HOUSE SOLICITORS

Signed [ 

This [ 23<sup>rd</sup> ] day of August 2024

before me [ PATRICIA ELIZABETH LING.  ]

~~A Commissioner for Oaths or Notary Public or Justice of the Peace or solicitor or duly authorised officer.~~



**Endorsement to be completed by the court**

This notice was filed (p) [ **ON 23 AUGUST 2024 AT 12:50PM** ]

1