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Contents

The Capture, Storage, Maintenance and Destruction of Records

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THE CAPTURE, STORAGE, MAINTENANCE AND DESTRUCTION OF RECORDS

1. INTRODUCTION

1.1 This guidance note for insolvency practitioners sets out the issues that may arise in the capture, storing, maintenance and destruction of records. It is for guidance only and is not intended to be prescriptive.

1.2 It is concerned with case records and the records of insolvent entities coming under the control of an insolvency practitioner. It does not deal with general practice records, as these are likely to be the subject of guidance issued by other relevant professional bodies.

1.3 This guidance applies to England and Wales only.

2. OTHER GUIDANCE

2.1 Insolvency practitioners may find it useful to refer to other guidance on record keeping, for example:

- Institute of Chartered Accountants in England and Wales, practice management guidance: Documents and records: ownership, lien and rights of access, September 2006.
- Association of Chartered Certified Accountants Rulebook 2012:
  - B5 Legal ownership of, and rights of access to books, files, working papers and other documents (Part B, Professional Accountants in Public Practice, Supplementary Requirements and Guidance)
  - B6 Retention periods for books, files, working papers and other documents (Part B, Professional Accountants in Public Practice, Supplementary Requirements and Guidance)
- HM Revenue and Customs: Guidance on keeping records (TH FS1)
- British Standards Institute – Evidential Weight and Legal Admissibility of Electronic Information, BS 10008:2008
- International Standards Organisation – ISO 15489- 1:2001, Information and documentation – Records management – Part 1: General; ISO 15489- 2:2001, Information and documentation – Records management – Part 2: Guidelines
- The Model Requirements for the Management of Electronic Records (MoReq) (EU)
- National Archives Records Management Guidance
- Butler Group report on e-mail management
- ARMA International (Association of Records Managers and Administrators) – Standards and best practices
- Sedona Guidelines – 'Best Practice Guidelines and Commentary for Managing Information and Records in the Electronic Age', a project of the Sedona Conference Working Group on best practices for electronic document retention and production, ed in chief L A Wagner, 2nd Ed. November 2007 (USA)
- Insolvency Guidance Paper: 'Systems for Control of Accounting and Other Business Records', issued by the insolvency regulatory bodies, March 2006.

3. RECORDS

3.1 General

3.1.1 Proper record keeping is essential for efficient case management and statutory and regulatory compliance. Records may be formal documents, such as accounting records, contracts and statutory notices, or informal documents such as correspondence, memoranda and file notes. Records may need to be produced in litigation, or for the purposes of regulatory or internal review or investigation.

3.1.2 Records may be stored in a variety of forms and on a variety of media. They may be stored on physical media such as paper, microfilm or optical disc, or stored electronically, for example on servers, local hard disks or removable drives.

3.1.3 Physical documents may be converted into electronic form, for example by scanning. Each type of storage medium presents its own particular set of features which need to be taken into account when considering storage and maintenance policies.

3.2 Records management policy

3.2.1 Most firms within which insolvency practitioners operate will have their own records management policy, and insolvency practitioners will need to maintain their case records in compliance with that policy, except where the particular circumstances of insolvency administration require different treatment.

3.2.2 Insolvency practitioners who work in an environment where there is no records management policy will need to consider their approach to some of the questions that such a policy will normally be designed to address.

3.2.3 A records management policy typically covers the capture, storage, retrieval, retention and disposal of documents, and is likely to cover:

- The need to support the commercial and operational requirements of the business.
- The need to comply with statutory and regulatory requirements, such as anti money-laundering regulations, data protection requirements, tax requirements and insolvency legislation.
- Audit requirements.
- Security of documents and access restrictions.
- Ease of location and retrieval of documents by subject matter, case reference etc.
- Storage of documents in a format and manner appropriate for their purpose. For example, documents of title, share certificates, deeds etc.
- The ability to retrieve documents to comply with court orders and other litigation.
- The circumstances in which departure from the policy is allowable or necessary.

3.3 Electronic records

3.3.1 Electronic records present their own particular problems, and a records management policy will usually need to take account of:

- Categorisation and indexing of files and documents to enable retrieval by subject matter, case-reference etc. File and document naming conventions are critical.
- Integration of electronic records with paper and other physical records. Case files are likely to contain both physical and electronic records. It is essential that the integrity of such files is maintained so that documents cannot be overlooked.

- Security: access to, and protection of, documents.
- The need to ensure confidentiality of sensitive or restricted documents.
- Version control: documents may exist at a number of locations and in different versions.
- Use and control of metadata, which can provide contextual information not shown on the face of the document (metadata can contain information about a document and its contents, such as author, originating computer, date of creation, subsequent edits, previous versions, copyright information etc).
- The need to ensure continued access in the event of future changes in technology.

3.3.2 Email presents additional difficulties, among which are:

- Control of the use of email by staff.
- Preserving confidentiality.
- The ability to search and retrieve individual emails, and the ability to attribute them to specific cases.
- The integration of email communications into the main subject matter or case files.
- Emails are likely to exist in a number of locations, including servers which are not under the insolvency practitioner's direct control.
- Deletions can mean that there is no easy audit trail for tracing emails on the insolvency practitioner's local system.

Commercial software packages are available for the storage and management of emails.

4. INSOLVENCY PRACTITIONER'S RECORDS

4.1 Statutory requirements (see also the summary in Appendix 1)

4.1.2 Financial records – liquidation and bankruptcy

4.1.2.1 In a liquidation (other than a members' voluntary liquidation) or bankruptcy, the office holder must prepare and keep:

- Separate financial records in respect of each appointment, and
- Such other financial records as are required to explain receipts and payments, incorporating receipts and payments made in any separate trading account where the insolvency practitioner carries on the business of the company or bankrupt, including details of the sources of receipts and the destination of payments.
- The insolvency practitioner must record receipts and payments on a daily basis, subject to the provisions below relating to carrying on business.[1]

4.1.2.2 Where the liquidator or trustee carries on the business of the company or bankrupt, a separate and distinct account of the trading must be kept, including where appropriate all local bank account transactions, and incorporate weekly totals of his receipts and payments into the main receipts and payments account.[2]

4.1.2.3 The office holder must submit his financial records to the liquidation or creditors' committee when required for inspection.

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[1] Regs 10 & 24 Insolvency Regulations 1994

[2] Regs 12 & 26 Insolvency Regulations 1994

4.1.2.4 In a compulsory liquidation or bankruptcy, where any creditor, contributory or director, or the bankrupt requests the office holder to provide a statement of receipts and payments, and must supply a statement of receipts and payments during the period of one year ending on the most recent anniversary of the insolvency practitioner becoming office holder which preceded the request.

4.1.2.5 In a voluntary liquidation, on request from any creditor, contributory or director, for a copy of a statement sent to the registrar of companies under section 192 Insolvency Act 1986, the liquidator must send such a copy to the person making the request.[3]

4.1.3 Voluntary arrangements

4.1.3.1 In a company voluntary arrangement, where the arrangement authorises or requires the supervisor –

- to carry on the business of the company; or
- to realise assets of the company; or
- otherwise to administer or dispose of any of its funds,

and in an individual voluntary arrangement in all cases, the supervisor must keep accounts and records of his acts and dealings in and in connection with the arrangement, including in particular records of all receipts and payments of money.[4]

4.1.4 Insolvency Practitioner Record – all cases

4.1.4.1 In respect of each case where the insolvency practitioner acts as office holder, an insolvency practitioner must maintain records containing at least the information specified in Schedule 3 to the Insolvency Practitioners Regulations 2005.[5]

4.1.4.2 The information prescribed by Schedule 3 is set out in full in Appendix 2 to this guidance note, but in summary it includes:

- Details of the insolvency practitioner
- Details of the insolvent
- Progress of the administration of the case
- Bonding arrangements
- Matters relating to remuneration
- Details of meetings (except for final creditors' meeting)
- Disqualification of directors
- Vacation of office
- Distributions to creditors and members
- Statutory returns
- Time records

Each record must be capable of being produced separately from any other record.

Insolvency practitioners should seek the views of their regulatory body as to the form in which this record, and supporting documents such as time records, need to be kept in order to comply with regulatory requirements.

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[3] Regs 11 & 25 Insolvency Regulations 1994

[4] Rules 1.26A & 5.47A Insolvency Rules 1986

[5] Reg 13 Insolvency Practitioners Regulations 2005

4.1.4.3 Insolvency practitioners must notify their authorising body, or if applicable, the Secretary of State of the place where the records are kept and the place, if different, in which they will be made available for inspection if required.[6] They may be inspected on reasonable notice by the authorising body and the Secretary of State.[7]

4.2 Other records

4.2.1 In addition to the statutory records mentioned above, insolvency practitioners need to maintain appropriate records for each appointment. What is appropriate will depend upon the type of appointment, the size and complexity of the case and the nature of the insolvent's business. They are likely to include:

- Notes of pre-appointment checks, for example possible conflicts of interest, money laundering, etc.
- Appointment documents.
- Bonding records.
- Inventory of the insolvent's books and records.
- Correspondence files.
- Diary of critical dates for the conduct of the assignment.
- File notes of important decisions, discussions etc.
- Records of meetings.
- Schedule of creditors, with proofs of debt and proxies.
- Records of employee claims.
- Records of dividends paid.
- Schedules of assets, including debtors.
- Valuations.
- Records of asset disposals.
- Cash books and records of financial transactions.
- Copies of statutory reports and returns.
- Tax computations, correspondence and clearance.

Ideally there should be an easy audit trail from each item in the statement of affairs through to the receipts and payments account.

4.2.2 It may be appropriate to keep some of the records in electronic form, or to convert physical documents into electronic form.

4.2.3 Commercial software packages are available for maintaining both statutory and non-statutory records, document control, and managing many of the tasks involved in case administration.

4.2.4 Insolvency practitioners should bear in mind that all of their case records may be inspected by their authorising body, either as part of a monitoring exercise or otherwise.

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6 Reg 14 Insolvency Practitioners Regulations 2005

7 Reg 15 Insolvency Practitioners Regulations 2005

4.3 Retention of records

4.3.1 Statutory records

4.3.1.1 The financial records referred to in paragraph 4.1.2 above must be retained for a period of six years following the office holder's vacation of office.[8]

4.3.1.2 The record required under the Insolvency Practitioners Regulations 2005 referred to in paragraph 4.1.4.1 above must be retained until the later of -

- The sixth anniversary of the grant of the office holder's release or discharge; or
- The sixth anniversary of the date on which any security or caution expires or otherwise ceases to have effect.[9]

4.3.2 Other records

4.3.2.1 It is common practice to retain non-statutory case records for a minimum period of at least six years following the closure of the case. This corresponds to the period for which records are required to be retained under tax legislation, and the limitation period for bringing normal contractual claims under the Limitation Act 1980.

4.3.2.2 It may be appropriate to keep records for longer if the circumstances of a particular case present a risk of claims being made or actions being brought for a longer period of time.

4.3.3 Data Protection Legislation

4.3.3.1 For information on the requirements of the Data Protection Act 1998, see R3 Technical Bulletin 103, 'Privilege and Access to Information'.

5. RECORDS OF THE INSOLVENT ENTITY

5.1 General

5.1.1 Insolvency practitioners should have systems in place to record the receipt, control, movement and disposal of the records of any insolvent entity to which they are appointed as office holder.

5.1.2 The insolvency regulatory bodies have issued an insolvency guidance paper entitled 'Systems for Control of Accounting and Other Business Records' (March 2006), which considers the parameters of such systems, and to which reference should be made.

5.2 Capture of records on appointment

5.2.1 On appointment insolvency practitioners should conduct enquiries to establish the nature and location of the insolvent entity's records. An inventory of records should be made, their location noted, and appropriate steps taken to safeguard and secure them. It may be appropriate to consider using commercial forensic data capture services to secure all electronic data on appointment.

5.2.2 Where records are kept in electronic form the insolvency practitioner will need to consider how best to retrieve and store them. This may involve securing servers and personal computers or hard drives, copying information from those sources, or obtaining hard copies. It may be appropriate to take images of relevant hard drives. An image is an exact replica of the drive, and has the potential to yield more information, for example deleted items, than simply copying documents from the drive.

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[8] Regs 13 & 27 Insolvency Regulations 1994

[9] Reg 13(5) Insolvency Practitioners Regulations 2005

5.2.3 Relevant software licences will need to be identified and maintained in order to ensure continued access to records. It may be appropriate to consider converting historic data to a more universally usable format if doubts exist about the continuation of existing technology. Data backup and disaster recovery issues will also need to be considered.

5.2.4 The following are the categories of record most likely to be encountered:

- Statutory books
- Transaction documents (quotes, orders, invoices, delivery notes, terms and conditions, contracts, VAT records etc)
- Employee records
- Management information and statutory accounts (including cash books)
- Audit related files, both internal and external
- Tax records
- Correspondence, both hard copy and email
- Web based records
- Industry specific documents such as licences and regulatory approvals.

5.2.5 Insolvency practitioners will be aware that under section 209 of the Insolvency Act 1986, where a company is being wound up, it is an offence for any officer or contributory of the company to destroy, mutilate, alter or falsify any books, papers or securities, or to make any false or fraudulent entry in any register, book or document belonging to the company. If evidence of such an offence comes to light it should be reported to the Insolvency Service's prosecution section.

5.3 Maintenance of records

5.3.1 While the records are under the control of the insolvency practitioner the issues noted in paragraph 3.2.3 above under Records Management Policy will need to be considered.

5.3.2 The insolvency practitioner will need to consider any issues arising from allowing access to third parties, for example potential purchasers.

5.3.3 With certain statutory exceptions, such as VAT records, where assets are sold, or the business is transferred as a going concern, relevant records will need to be passed over to the purchaser. If the insolvency practitioner needs to have continued access to records, appropriate arrangements will have to be made with the purchaser, or copies made before the records are transferred.

5.3.4 Where an insolvent entity has to complete a tax return, it must keep all the records supporting the return.

5.3.5 Insolvency practitioners are reminded that statutory records must be retained at the registered office or single alternative inspection location.

5.4 Using electronic records in litigation

5.4.1 Many firms now scan hard copy documents into an electronic document management repository to reduce the volume of paper files and ease accessibility to the information. Some firms destroy original paper records whilst others retain the originals for the retention periods determined by their document retention policy. The British Standards Institute has produced a code of practice for the Legal Admissibility and Evidential Weight of

Information Stored Electronically (BS 10008:2008). In order to receive accreditation under this British Standard, organisations are required to follow specific procedures and attain certain levels of quality of the scanned images as well as to be audited on a regular basis. Having accreditation under this British Standard may make it more likely that scanned images will be accepted in litigation instead of the original hard copy documents.

5.4.2 However, there is no definitive guidance on what the court will accept by way of electronic copies.

5.5 Dealing with 'List X' businesses

5.5.1 A List X site is a commercial site on UK soil which is approved to hold UK government protectively marked information marked 'Confidential' and above. Should an individual, company or partnership trading on a List X site enter an insolvency procedure, it is essential, in the interests of national security, that all protectively marked assets, books, papers and records are protected and not moved without the relevant security clearance. Insolvency practitioners dealing with a List X site should follow the procedure set out in *Dear IP*, chapter 21, section 5.

5.6 Disposal of the insolvent's records

5.6.1 Administration

Where the control of the company is returned to the directors on the conclusion of an administration, any of the company's records (whether pre- or post- appointment records) in the possession of the administrator must be returned to the directors. Where an administration is followed by another insolvency process, the records must be passed to the office holder in the subsequent proceedings. Where a company goes directly from administration to dissolution, the person who was the last administrator of the company may destroy or otherwise dispose of the company's books and records at any time after the expiration of one year from the date of dissolution.[10]

5.6.2 Liquidation

5.6.2.1 In a compulsory liquidation, the liquidator may at any time, on the authorisation of the official receiver, sell, destroy or otherwise dispose of the books, papers and other records of the company,[11] but see below in relation to Form BPDC.

5.6.2.2 In the case of a voluntary liquidation, the person who was the last liquidator of a company that has been dissolved, may destroy or otherwise dispose of the company's books and records at any time after the expiration of one year from the date of dissolution.[12]

5.6.2.3 The Insolvency Practitioners Association has received advice that, where a registered trader goes into liquidation, the responsibility for keeping the trader's VAT records is transferred to the liquidator for the period during which he acts in a representative capacity. On relinquishment of his control he has no further responsibility under VAT legislation for preserving a company's records. This advice was given on the basis of the provisions of Regulation 63 of The Value Added Tax (General) Regulations 1985, of which the equivalent provision is now Regulation 30 of The Value Added Tax Regulations 1995.

5.6.3 Administrative receivership

Where an administrative receiver sells assets, or transfers the business as a going concern (TOGC), the relevant records will need to be transferred to the purchaser, except

[10] Reg 3A(1) Insolvency Regulations 1994

[11] Reg 16(1) Insolvency Regulations 1994

[12] Reg 16(2) Insolvency Regulations 1994

for the VAT records on a TOGC. Where an administrative receivership is followed by liquidation, the administrative receiver should arrange for the company's records to be handed over to the liquidator. It may be appropriate to require an undertaking from the purchaser or liquidator to make certain records available to the administrative receiver if they are necessary to support the title of the charge holder. Where, on the conclusion of the administrative receivership, there is no liquidation and the company has not been dissolved, the administrative receiver should ascertain whether any directors appear to remain in office and if so, should offer to return the records to them. If there are no directors, or they are unwilling to take custody of the records, and the administrative receiver is not aware that the records are likely to be needed for investigations by the police, HM Revenue and Customs or other public authorities, then it is unlikely that the administrative receiver could be criticised if he destroys the records, but not before the earliest of: (1) one year after the dissolution of the company; (2) the relevant records becoming six years old.

5.6.4 Bankruptcy

In a bankruptcy, the trustee may at any time, on the authorisation of the Official Receiver, sell, destroy or otherwise dispose of the books, papers and other records of the bankrupt,[13] but see paragraph 5.6.5 below in relation to Form BPDC.

5.6.5 Form BPDC

Form BPDC, produced by The Insolvency Service, is a checklist of matters to be considered before destruction of the books and records of a company subject to a winding-up order or of a bankrupt. The Insolvency Service asks that insolvency practitioners submit the completed form to the appropriate official receiver together with any request for authority to destroy the accounting records.

5.6.6 Investigations or proceedings pending

Where the liquidator has reported suspected criminal conduct to the official receiver or Secretary of State under section 218(3) or 218(4) of the Insolvency Act 1986, the company's records may be required in any subsequent investigation or prosecution. The records should therefore not be destroyed until the position has been discussed with the authority concerned.

5.6.7 Special categories of records

5.6.7.1 Certain categories of records may need to be kept for longer than the statutory or recommended periods. These may include (with recommended retention periods):

• Contracts executed by deed	12 years
• Leases	12 years
• Property related documents such as planning permissions	12 years
• Labour agreements	10 years
• Health and safety records	Where there is a likelihood of personal injury claims, until such time as the claim has been dealt with or has lapsed by reason of the Limitation Act 1980
• Litigation papers	7 years

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13 Reg 30 Insolvency Regulations 1994

5.6.7.2 There is no longer any requirement to retain employer's liability insurance certificates for 40 years. An employee who has a claim against an employer who no longer exists, or whose records have been destroyed or lost, can make use of the Employer's Liability Tracing Service, which can be accessed via the web site of the Association of British Insurers at www.abi.org.uk There is also a dedicated ABI helpline on 020 7216 7492.

5.7 Successor appointments

Where another office holder succeeds an insolvency practitioner, the books and records of the insolvent should be passed over to the successor without delay.

APPENDIX 1

Statutory provisions

Procedure	Insolvency Practitioner's records	Company/debtor records	Provision
All	Insolvency practitioner's record		Reg 13 Insolvency Practitioners Regulations 2005
	Retain until later of six years after release or six years after security expires		Reg 13(5) Insolvency Practitioners Regulations 2005
Administration		Where proceeding directly to dissolution, the last administrator may dispose of the records after one year from the date of dissolution.	Reg 3A(1) Insolvency Regulations 1994
Compulsory liquidation	Financial records – receipts and payments, incorporating separate trading account(s)		Reg 10 Insolvency Regulations 1994
	Where liquidator carries on the company's business - account of the trading, including local bank account transactions, incorporating weekly totals of his receipts and payments into his main receipts and payments account.		Reg 12 Insolvency Regulations 1994
	Retain for six years following vacation of office.		Reg 13 Insolvency Regulations 1994
		Liquidator may dispose of the records at any time on the authorisation of the official receiver.	Reg 16(1) Insolvency Regulations 1994
Creditors' voluntary liquidation	Financial records – receipts and payments, incorporating separate trading account(s)		Reg 10 Insolvency Regulations 1994
	Where liquidator carries on the company's business - account of the trading, incorporating weekly totals of his receipts and payments into his main receipts and payments account.		Reg 12 Insolvency Regulations 1994
	Retain for six years following vacation of office.		Reg 13 Insolvency Regulations 1994
		Last liquidator of dissolved company may dispose of the records after one year from the date of dissolution.	Reg 16(2) Insolvency Regulations 1994
Bankruptcy	Financial records – receipts and payments, incorporating separate trading account(s)		Reg 24 Insolvency Regulations 1994
	Where trustee carries on the bankrupt's business - account of the trading, including local bank account transactions, incorporating weekly totals of his receipts and payments into his main receipts and payments account.		Reg 26 Insolvency Regulations 1994
	Retain for six years following vacation of office.		Reg 27 Insolvency Regulations 1994
		Trustee may dispose of the records at any time on the authorisation of the official receiver.	Reg 30 Insolvency Regulations 1994
Company voluntary arrangement	Where supervisor authorised to carry on business or realise or deal with assets, he must keep an account of his acts and dealings, including receipts and payments.		Rule 1.26A Insolvency Rules 1986
Individual voluntary arrangement	Supervisor must keep an account of his acts and dealings, including receipts and payments.		Rule 5.47A Insolvency Rules 1986

APPENDIX 2

Schedule 3 to the Insolvency Practitioners Regulations 2005

Records to be maintained – minimum requirements

1. Details of the insolvency practitioner acting in the case

The name of the insolvency practitioner acting in the case.

2. The identifying number or reference issued to the insolvency practitioner by -
   (a) a competent authority;
   (b) the Department of Enterprise, Trade and Investment for Northern Ireland; or
   (c) any body recognised under section 391 of the Insolvency Act 1986.

3. The principal business address of the insolvency practitioner.

4. Either –

   (a) The name of –

      (i) any body by virtue of whose rules the insolvency practitioner is entitled to practise; or

      (ii) any competent authority by whom the insolvency practitioner is authorised; or

   (b) where the insolvency practitioner is authorised by the Department of Enterprise, Trade and Investment for Northern Ireland under Article 352 of the Insolvency (Northern Ireland) Order 1989, that such an authorisation has been granted.

5. Details of the insolvent

The name of the person in respect of whom the insolvency practitioner is acting.

6. The type of the insolvency proceedings

7. Progress of administration

As regards the progress of the administration of the case the following details if applicable--

(a) the date of commencement of the proceedings;
(b) the date of appointment of the insolvency practitioner;
(c) the date on which the appointment was notified to -
   (i) the Registrar of Companies; or
   (ii) the Accountant in Bankruptcy.

8. Bonding arrangements in the case

As regards the arrangements for security or caution in the case -

(a) the date of submission of the cover schedule which has the details of the specific penalty sum applicable in the case;
(b) the amount of the specific penalty sum;
(c) the name of the surety or cautioner;
(d) the date of submission to surety or cautioner of a cover schedule with any increase in the amount of the specific penalty sum;
(e) the amount of any revised specific penalty sum; and
(f) the date of submission to the surety or cautioner of details of termination of the office held by the insolvency practitioner.

9. Matters relating to remuneration

As regards the remuneration of the insolvency practitioner -

a) the basis on which the remuneration of the insolvency practitioner is to be calculated; and
(b) the date and content of any resolution of creditors in relation to the remuneration of the insolvency practitioner.

10. Meetings (other than any final meeting of creditors)

The dates of -

(a) the meeting of members;
(b) the date of first meeting of creditors -
  (i) to consider an administrator's proposals;
  (ii) to consider an administrative receiver's report;
  (iii) in liquidation or bankruptcy;
  (iv) to consider a voluntary arrangement proposal; or
  (v) according to a trust deed for creditors;
(c) the date of the statutory meeting in sequestration; and
(d) the dates and purposes of any subsequent meetings.

11. Disqualification of Directors

As regards the insolvency practitioner's duties under section 7 of the Company Directors Disqualification Act 1986 to report the conduct of directors -

(a) the date a return under section 7 is due;
(b) the date a return is submitted to the Secretary of State;
(c) the date a conduct report is submitted to the Secretary of State; and
(d) the date on which any further reports are submitted to the Secretary of State.

12. Vacation of office etc

The following details regarding the completion of the case -

(a) the date of the final notice to, or meeting of, creditors;
(b) the date that the insolvency practitioner vacates office; and
(c) the date of release or discharge of the insolvency practitioner (or if there is no final meeting of creditors, the date of the final return of receipts and payments to the Secretary of State).

13. Distributions to creditors etc

As regards distributions -

(a) in relation to each payment to preferential or preferred creditors -
  (i) the name of the person to whom the payment was made;
  (ii) the date of the payment;
  (iii) the amount of the payment;
(b) in relation to each payment to unsecured creditors -
  (i) the name of the person to whom the payment was made;
  (ii) the date of the payment;
  (iii) the amount of the payment; and
(c) in relation to each return of capital -
  (i) the name of the person to whom the return of capital was made;
  (ii) the date of the payment; and
  (iii) the amount of capital returned or the value of any assets returned.

14. Statutory Returns

As regards any returns or accounts to be made to the Secretary of State, the Registrar of Companies or the Accountant in Bankruptcy -

(a) as regards each interim return or abstract of receipts and payments;
  (i) the date the return or abstract is due;
  (ii) the date on which the return is filed; and
(b) as regards any final return or abstract of receipts and payments -
  (i) the date that the return or abstract is due; and
  (ii) the date on which the return is filed.

15. Time recording

Records of the amount of time spent on the case by the insolvency practitioner and any persons assigned to assist in the administration of the case.