



To all known creditors

**Joint Administrators' Progress Report**

For the period from 24 June 2025 to  
23 December 2025

Laybuy (UK) Limited (Company Number 12712197)  
Laybuy Holdings (UK) Limited (Company Number 11156956)  
(both in Administration)

# Contents

Purpose of this report	4
Progress of the Administrations	6
Estimated Outcomes for Creditors	14
Key Matters Remaining	17
Appendices	19

# Glossary

Commonly Used Terms	Definition	Case Specific References	Meaning
<b>Administration(s)</b>	The Administration of the Companies	<b>AFA</b>	Administration Funding Arrangement dated 24 June 2024
<b>Administrators / Joint Administrators / we / our / us</b>	Samuel Alexander Ballinger, Christopher Jon Bennett and Matthew Boyd Callaghan	<b>Appointment date</b>	24 June 2024
<b>Act / IA86</b>	Insolvency Act 1986 (as amended)	<b>BDR</b>	Bad Debt Relief. A tax mechanism that allows businesses to reclaim VAT on supplies where the customer has failed to pay, and the debt is considered irrecoverable.
<b>c.</b>	Approximately	<b>BNPL</b>	Buy-now-pay-later. A product line offered by the Companies that allowed customers to spread payment for goods and services through interest free instalments
<b>CDDA</b>	Company Directors Disqualification Act 1986	<b>The Companies</b>	Laybuy (UK) Limited and Laybuy Holdings (UK) Limited – in Administration
<b>CT</b>	Corporation Tax	<b>CRS</b>	Credit Resource Solutions Limited, a third-party debt collection agent
<b>CVL</b>	Creditor's Voluntary Liquidation	<b>Deloitte / the Receivers / the Receiverships</b>	David Webb and Robert Campbell of Deloitte New Zealand, the appointed Receivers and Managers over Laybuy Group Holdings Limited and Laybuy Holdings Limited. Glen Kanevsky and Jason Tracy of Deloitte Australia, also Receivers and Managers over Laybuy Australia Pty Limited
<b>DBT</b>	Department of Business and Trade	<b>EML</b>	EML Payments (UK Services) Limited, a payments provider that facilitated the virtual card product line
<b>EBITDA</b>	Earnings Before Interest, Taxes, Depreciation, Amortization	<b>The Group / Laybuy</b>	The global group of entities. See our earlier reports for the group structure chart.
<b>FCA</b>	Financial Conduct Authority	<b>HSBC</b>	HSBC Bank Plc
<b>FTI / FTI UK</b>	FTI Consulting LLP	<b>IPERA</b>	IPERA Services Limited, employee specialists
<b>HMRC</b>	HM Revenue and Customs	<b>KiwiBank</b>	KiwiBank Limited
<b>HR</b>	Human Resources	<b>Laybuy platform</b>	The mobile application and website through which Laybuy conducted its BNPL services
<b>ICAEW</b>	Institute of Chartered Accountants in England & Wales	<b>LUK / LHUK</b>	Laybuy (UK) Limited / Laybuy Holdings (UK) Limited
<b>IP</b>	Intellectual Property	<b>Merchants</b>	Businesses that offered Laybuy services as a payment method
<b>PAYE / NIC</b>	Pay-as-you-earn tax / National Insurance Contributions	<b>NZ Liquidators</b>	Stephen Speers Kenn and Malcolm Russell Moore of Grant Thornton New Zealand Limited, appointed as Liquidators of Laybuy SPV (NZ) Ltd on 16 September 2025
<b>Preferential creditors</b>	First ranking: Principally employee claims for unpaid wages (max £800 per employee), holiday pay, and certain unpaid pension contributions. Second ranking: HMRC in respect of certain specified debts.	<b>Osborne Clarke</b>	Osborne Clarke LLP, a law firm
<b>Prescribed Part</b>	Amount set aside for unsecured creditors from floating charge net realisations in accordance with Section 176A IA86	<b>The Period</b>	The period covered by this report, being 24 June 2025 to 23 December 2025
<b>RPS</b>	Redundancy Payments Service	<b>PinSENT Masons</b>	PinSENT Masons LLP, a law firm
<b>Proposals</b>	The statement of proposals dated 15 August 2024	<b>PFG</b>	Partners for Growth VI, L.P, first-ranking secured creditor of the Companies
<b>QFCH</b>	Qualifying Floating Charge holder	<b>Prior Period</b>	The period covered by the last report, being 24 December 2024 to 23 June 2025
<b>Sch B1 IA86</b>	Schedule B1 IA86	<b>Secured Creditors</b>	Creditors with security in respect of their debt in accordance with Section 248 IA86. In this case, the Secured Creditors are PFG and KiwiBank
<b>SIP</b>	Statement of Insolvency Practice	<b>Secured Debt</b>	Debentures secured against the assets of the Companies
<b>SIP 2</b>	Investigations by office holders in administration and insolvent liquidations	<b>SSA</b>	Shared Services Agreement with Deloitte
<b>SPV</b>	Special Purpose Vehicle	<b>Stripe</b>	Stripe Payments UK Ltd - payments provider that facilitated the BNPL service
<b>TSA</b>	Transitional services agreement		
<b>Unsecured creditors</b>	Creditors who are neither secured nor preferential. Principally trade creditors, landlords, intercompany debts and utility providers. HMRC and employee-related claims that do not rank preferentially are also included here.		
<b>VAT</b>	Value added tax		



# Purpose of this report

# Purpose of this report

- Samuel Alexander Ballinger, Christopher Jon Bennett and Matthew Boyd Callaghan were appointed as joint administrators of Laybuy (UK) Limited and Laybuy Holdings (UK) Limited (together “the Companies”) on 24 June 2024.
- On 16 May 2025, the Administrations were extended by 12 months to 23 June 2026.
- Pursuant to Rule 18.6 IR16, we are required to provide creditors with a report setting out what has happened in each six-month period of the Administrations.
- This report covers the period from 24 June 2025 to 23 December 2025 (“the Period”) and contains:
  - An explanation of the work we have done in the Period and how the Administrations have progressed;
  - An update on the estimated outcome for each class of creditor;
  - Details of the work we still need to do before the Administrations can be concluded;
  - A statement of our receipts and payments and details of expenses we have incurred;
  - An update on our remuneration for acting as joint administrators; and
  - Further information required by statute regarding our appointment as joint administrators.
- Background information on the Companies and events leading up to the Administrations can be found in our Proposals and previous progress reports, which continue to be available online (see How to Contact Us).
- Certain legal notices regarding this report, our appointment and creditors’ rights are included as an appendix.
- If you have any questions regarding this report or the Administrations generally, please contact us.



.....  
Samuel Alexander Ballinger  
Joint Administrator

*The affairs, business and property of the Companies are being managed by the Joint Administrators, who act as agents of the Companies and without personal liability. The Joint Administrators are licensed in the United Kingdom to act as insolvency practitioners by the Institute of Chartered Accountants in England and Wales, under Section 390A(2)(a)IA86. The Joint Administrators are bound by the Insolvency Code of Ethics which can be found at: <https://www.gov.uk/government/publications/insolvency-practitioner-code-of-ethics>.*

## How to Contact Us

- Creditors can contact us using the preferred methods below:
  - Email:** [Laybuy@fticonsulting.com](mailto:Laybuy@fticonsulting.com)
  - Post:** Laybuy (UK) Limited / Laybuy Holdings (UK) Limited (In Administration), c/o FTI Consulting LLP, 200 Aldersgate, Aldersgate Street, London, EC1A 4HD
  - Tel:** +44 (0) 203 077 0363
- Documents made available for viewing and downloading online can be found at [www.ips-docs.com](http://www.ips-docs.com) (using the login details previously provided).
- These documents can also be found online at: [www.fticonsulting.com/uk/creditors-portal/laybuy-uk](http://www.fticonsulting.com/uk/creditors-portal/laybuy-uk)

## Actions Required by Creditors

- There is a prospect of a small dividend for the unsecured creditors of LUK only. If you have not already submitted your claim, please do so as soon as possible, using the Turnkey Insolvency Portal ([www.ips-docs.com](http://www.ips-docs.com)), and the login details previously provided.



# Progress of the Administrations

## Recap on the Administrations

**The Companies entered Administration following unsuccessful attempts to find a solution to their funding needs or find a buyer on a solvent basis. The Laybuy platform has now been decommissioned and has been wound-down.**

### Previously in the Administrations

- A background on the Companies and the events leading up to our appointment were included in our Proposals and are not repeated here for the purposes of this report, unless considered necessary or beneficial to do so. Similarly, progress in the Administrations prior to this Period can be found in our first and second progress reports.
- Therefore, creditors may wish to refer to the previous reports in conjunction with reading this report. All reports made available for creditors to view and download, are available on the website referred to earlier and will continue to be available until two months after the end of the insolvency proceedings.

### Realising the assets

- As previously reported, our initial strategy to achieve the objective of the Administrations focused on recovering funds held by the Companies' bankers and merchant service providers (such as HSBC, EML and Stripe), as well as realising value from other assets or claims, particularly insurance claims and VAT BDR.
- LUK's BNPL customer ledger, valued at £1.9m, represented the principal asset. We concluded that the best way to maximise recoveries was to continue operating the Laybuy platform and associated systems throughout the typical five-week repayment term of the BNPL debts. Amounts remaining in default after this period were then to be transferred to a third-party debt collector, being CRS, on a contingent fee basis.
- The Companies' book debt realisations are shown on the enclosed receipts and payments account, together with other assets realised.
- In the prior Period, we received confirmation from the Receivers that the insurance provider would settle the cyber-attack insurance claim. Early during the current Period, we received £158k in LUK (after deductions for costs incurred by the Receivers).

### Dealing with Creditors

- In prior periods of the Administrations, we corresponded with the various classes of creditors with respect to their queries, interests in the Administrations and claims against the Companies. We responded to queries to the extent possible and using the information available to us.
- We invited creditors to submit their claims to us using the Turnkey Insolvency portal as there was (and continues to be) the likelihood of a small dividend to the unsecured creditors of LUK.
- During the prior Period, we sought and obtained consent from the Secured Creditors of LUK and LHUK to the basis and quantum of our remuneration, as well as to the extension of the Administrations. Similar approval was sought from HMRC in LUK (the only preferential creditor).
- An update on our remuneration in these Administrations is set out later.

### Managing the Companies' affairs

- In our first and second progress reports, we explained the work necessarily performed in relation to the Companies' tax and VAT affairs. These responsibilities typically continue until such time as we cease to act as joint administrators and agents of the Companies.

### Fulfilling our statutory duties

- Our previous progress reports also summarised the work undertaken in order to comply with the statutory obligations arising as a consequence of the Companies' being subject to insolvency proceedings.
- In the prior period, we sought 12-month extensions to the period of the Administrations (to 23 June 2026) from the relevant creditors of the Companies, which were approved on 16 May 2025.

## Realising the Assets (1/2)

**Further assets realisations of c.£815k have been achieved in the Period in relation to LUK. There have been no further material asset realisations in LHUK.**

### Work undertaken in the Period

- Work during the Period to realise assets has involved collections through LUK's existing third party debt collection agency (CRS), receipt of the cyber-attack insurance claim, and receipt of an initial VAT BDR amount from HMRC.
- In addition, we have continued to investigate potential recoveries due to LUK with respect to final adjustments made to its pre-administration EML account. These are explained further below, and details of receipts and payments during the Period in relation to asset realisations are included in Appendix B.

### BNPL and Stripe Collections

- As noted earlier, LUK's BNPL customer ledger was its principal asset. To maximise collections, the Laybuy Platform and systems were maintained over the typical five-week repayment term. Defaulted balances at the end of that period (c.£1.1m, excluding late fees) were transferred to the existing collection agent, CRS, on a contingent fee basis. In their Statement of Affairs, the directors estimated £1.9m of the BNPL ledger and £85k in late fees (accrued as result of customers missing contractual repayment dates) would be recoverable.
- Upon appointment, Stripe held c.£1.7m of customer payments for LUK, which has since been substantially recovered, with only nominal funds remaining. The Stripe account will be closed in due course.
- A collective total of c.£3.5m has been recovered from BNPL book debts, the Stripe account balance, and BNPL late fees. These receipts have been reported under a single category, as the funds from these sources are remitted together and fall under the same fixed charge security, irrespective of their origin.

### Pre-Administration CRS Ledger

- As part of normal operations, LUK engaged CRS to collect fully provisioned overdue BNPL debts. At the time of our appointment, these balances had an estimated realisable value of £332k according to the directors' Statement of Affairs.
- Combined gross recoveries by CRS across both the original CRS-Ledger and the residual BNPL ledger transferred post-platform closure total c.£742k. CRS will continue recovery efforts while the Administrations proceed, unless recoveries become unlikely or an alternative strategy is adopted.
- Customers with outstanding balances should contact CRS on +44 1422 324 510 or by email at [info@creditresourcesolutions.co.uk](mailto:info@creditresourcesolutions.co.uk) to make payments or discuss their account.

### Cyber-Attack Insurance Claim

- In our Proposals, we reported that the Companies were victims of fraud and cyber-attacks, which caused material cash losses that contributed to their eventual insolvency. We entered into a cost and proceeds sharing agreement with the Receivers in a prior period and worked with them to pursue recoveries. From this, a potential insurance claim was initiated pre-Administration, and in the Period, c.£158k was received from the insurance provider.
- Following receipt of the insurance proceeds, the Administrators reviewed the most appropriate way to apportion the proceeds between the two Companies. It was determined that, as the insurance recovery was principally related to fraudulent BNPL balances which were later written off by LUK, this entity should be the beneficiary of the proceeds. This has been reflected in our Receipts & Payments account to 23 December 2025 (Appendix B).

## Realising the Assets (2/2)

**The wind-down process primarily involved gradually decommissioning the Laybuy platform over a five-week period to maximise recoveries from debtors while minimising risks associated with continued trading.**

### Merchant & Affiliate Debtors

- At the time of our appointment, LHUK was owed c.£790k by Merchants, with the directors' Statement of Affairs estimating recoveries of £41,298. Although the Merchants had contracts with LHUK, debtor amounts totalling £35,534 have been paid to LUK earlier in the administration.
- A review is to be completed of whether these Merchant debtor balances should be allocated to the LHUK estate, as shown in the director's statement of affairs and as they relate primarily to its merchant-related activities.
- This review will involve correspondence with the Companies' directors and will be completed as part of the intercompany claims process which is underway. Further details and updates will be included in future progress reports.

### VAT Bad Debt Relief

- As part of a VAT group, the Companies previously submitted successful VAT BDR claims totalling £574,151.79 on fully written-off BNPL debts. A full repayment of this amount was received during the Period.
- Prior to closure of LUK's Administration, we intend to undertake a final reconciliation of recoveries against bad debt which have been subject to VAT BDR. We will consider whether there is any scope for further claims and/or refunds to due to HMRC as a result.

### EML

- LHUK previously held a merchant services account with EML, which ceased operations on 29 March 2024, leaving a credit balance of c.£966k. Prior to the Administration, LHUK's contract with EML, along with the benefit of the credit balance, was assigned to LUK by the directors in agreement with EML.
- We have reviewed EML's charges and adjustments and consider that LUK may still be entitled to a remaining balance. However, a resolution has not yet been reached. Legal advice has been obtained, and we continue to pursue all available avenues for recovery. A further update will be provided in the next progress report.

### Other assets

- A summary of value realised from other assets during the Period is provided below:
  - **Bank interest:** Funds held in LUK and LHUK have generated bank interest of £6,627 and £563, respectively.
  - **Statutory interest:** LUK has earned £5,503 in statutory interest, relating primarily to HMRC's VAT repayments for the 11/24 and 02/25 returns. LHUK has earned £43 in statutory interest.
  - **Intercompany unsecured claims:** Each of the Companies have unsecured claims against insolvent Group entities relating to pre-Administration intercompany trading balances. We are in correspondence with Group companies in relation to these intercompany balances and are in the process of submitting claims into the relevant insolvency estates. However, the value and timing of any potential recoveries remains uncertain.

## Dealing with Creditors

### We have continued to liaise with the Secured and Preferential Creditors and respond to queries received from unsecured creditors, to the extent possible.

- We set out below the work done in the Period relating to each class of creditor. The current estimates for amounts owed to the various classes of creditors, the anticipated recovery in each case and (where appropriate) the likely timing of distributions, are set out later in this report.

#### Secured Creditors

- We have maintained regular dialogue with the Secured Creditors due to their interest in the Companies' assets, and this will continue until they are fully repaid.
- PFG was repaid in full during the prior Period.
- Kiwibank is expected to be repaid in full from LUK or other Laybuy insolvent entities over which they hold security. Per the Receivers' progress report dated 17 August 2025, it is our understanding that Kiwibank's claim of NZD c.8.5m has an outstanding amount to be paid of NZD c.325k. As such, ongoing correspondence with these entities continues regarding the Administrations' expenses, funding, asset realisations, and other relevant matters.

#### Preferential creditors

- Immediately after our appointment, we engaged specialist agents, IPERA, to assist with employee matters in LHUK, including supporting employees in making redundancy-related claims to the RPS.
- Potential future work may arise in relation to IPERA assisting with agreeing LHUK's employee claims and submitting related RTI returns. We are also awaiting the RPS's claim, which is also needed for the purpose of agreeing the employees' claims.
- We currently do not expect to declare a dividend to LHUK's ordinary preferential creditors. The scope for any such dividend to preferential creditors will depend on the successful recovery of its intercompany claim against Laybuy SPV (NZ) Ltd, which entered into liquidation under Stephen Speers Kenn and Malcolm Russell Moore of Grant Thornton New Zealand Limited ("the NZ Liquidators") on 16 September 2025.

- LUK is expected to fully repay its preferential creditors. As LUK had no employees, there are no first-ranking preferential claims. HMRC's second-ranking preferential claim is limited to pre-administration VAT arrears, totalling £44,828.40.

#### Unsecured creditors

- In preparation for our appointment, we set up a dedicated email address and helpline number in order for creditors to contact us, other than by post. We have received queries and information requests from creditors on matters relating to their claims or the impact of the Administrations. We have responded to queries to the extent possible and using the information currently available to us.
- We have received correspondence from customers who returned products purchased via the Laybuy platform but were unable to obtain refunds.
- In some cases, post-Administration refunds were not received by the Companies, as the funds appear to have been remitted to a third-party intermediary, EML. Affected customers should contact EML directly regarding these payments at [emeacoordinators@emlpayments.com](mailto:emeacoordinators@emlpayments.com) .
- Creditors who believe they have a claim in respect of unrecovered refunds are encouraged to submit a claim in the relevant Administration. As an unsecured dividend from LUK is expected (see later in this report), creditors of that company should submit claims via the Turnkey Insolvency Portal.
- We have also spent significant time assisting creditors with claim submissions, answering dividend-related queries, reissuing documentation, and providing general updates on the progress of the Administrations.

## Managing the Companies' affairs

**Until such time as the Companies are dissolved, they must continue to fulfil many of their usual obligations. Whilst appointed to manage the affairs of the Companies, we are responsible for ensuring these obligations are met.**

### VAT

- We continue to work closely with our internal VAT and Corporation Tax specialists to manage the Companies' tax affairs, file necessary returns, and pursue tax-related recoveries.
- A VAT BDR claim was submitted in the prior period, as part of the VAT return to February 2025, for certain unpaid BNPL balances due to LUK (which met HMRC's qualifying criteria to claim BDR), with £574,151.79 having been successfully received in the Period.
- We have also filed the following VAT returns in the Period:
  - Post-appointment VAT return for 1 March to 31 May 2025 – filed 25 June 2025.
  - Post-appointment VAT return for 1 June to 31 August 2025 – filed 11 November 2025.
- During the Period, we received a refund from HMRC in relation to the first post-appointment VAT return, for the period 24 June 2024 to 30 November 2024. This is shown in our Receipts and Payments account in Appendix B.
- VAT returns will continue to be prepared and filed until the Companies are deregistered for VAT.

### Tax

- The tax affairs of the Companies are complex and intrinsically linked to wider Group entities. Company financial information has been limited and our work is ongoing in bringing their tax affairs up to date. A material proportion of our time in the Period has related to these matters, particularly for LUK.
- The pre-Administration tax return for the 12-months to 31 March 2024 has been prepared and will be submitted in due course.
- The pre-Administration tax return to 23 June 2024 is in the process of being prepared and will be submitted in due course.
- Work is also ongoing to prepare and submit outstanding returns for the Administration periods. This will continue as required by HMRC, and until the Companies cease to generate taxable income.

### Treasury and accounting

- An account of the receipts and payments for the Period, for each entity, is provided at Appendix B.
- Payments during the Period relate to CRS fees, Information Commissioner's Office fees, costs in relation to tax filings, and other routine Administration expenses. Assets received were mainly from debtor ledger recoveries, VAT BDR refund, and bank interest.

### Books and records

- In line with our statutory obligations, we secured the Companies' statutory books and records, including financial, Tax and VAT records, bank statements, and board minutes, in the first period to 23 December 2024.
- These will be retained until 12 months after the Companies are dissolved or liquidation, after which they can be destroyed in accordance with insolvency legislation.

# Fulfilling our Statutory Duties

**As a consequence of the Companies' insolvency, we have a number of responsibilities that do not necessarily or directly have a financial benefit for creditors but are required by insolvency legislation.**

## Extension to the period of the Administrations

- Insolvency legislation limits administrations to a maximum of 12 months unless extended by the Court or creditors. The initial period of the Companies' Administration was set to end on 23 June 2025. During the prior Period, with approval from the Secured Creditors of both Companies and LUK's preferential creditor (HMRC), the Administrations were extended by 12 months to 23 June 2026.
- We requested these extensions in order to:
  - Allow further time to pursue asset realisations, including the cyber-attack insurance claim, VAT BDR, recovery of funds from EML, and residual amounts on the debtor ledger;
  - Enable the distribution of secured, preferential, and unsecured creditor dividends and complete related tasks; and
  - Complete all other work in order for the Companies affairs to be wound-down in an orderly manner.
- To avoid the costs of a court application for an additional extension, we sought the maximum 12-month extension, with the Administrations now due to conclude on or before 23 June 2026. Based on current information, we continue to expect the Administrations to end well before this date.

## Other statutory matters

- At the start of the Period, we prepared and issued our second progress report for the Companies, detailing the Administrations' progress in their second six months, updates on estimated outcomes for each creditor class and what further work was still required.
- Regular case reviews have been conducted to ensure the strategy remains appropriate, progress continues, costs are controlled, and statutory requirements are met.
- No further investigations or actions have been required for the Companies, following submission of our conduct report on the directors, under SIP2.

## Objective of the Administrations

- As set out in our Proposals, the statutory objective of the Administrations was objective (b), 'to achieve a better result for the Companies' creditors as a whole than would be likely if the Companies were wound up without first being in Administration'. We set out below the reasons as to why we continue to believe the objective of the Administrations will be achieved.
- For LUK, we continue to believe the Administration's objective will be achieved by continuing to recover key assets, while working with stakeholders such as the Receivers, HMRC, and other Group companies.
- It remains our understanding that material assets, including potential recoveries from EML, were assigned to LUK before the Administration. Consequently, LHUK's recoveries have been limited to cash at bank and sundry debtors, assets likely realisable to a similar extent in a liquidation.
- For LHUK, as the Company with employees, the Administration allowed employees to remain in place, supporting the wind-down and enhancing recoveries for the Companies' Secured Creditors. This is expected to yield a better outcome for LHUK's creditors overall than a liquidation would have.
- One Secured Creditor (PFG) has already been repaid in full in the prior Period, the other is expected to be repaid in full in due course, and LUK's preferential creditor will be repaid in full. Further details regarding estimated outcomes for creditors are outlined in the following section.

## Joint Administrators' Remuneration

- In Appendix C, we have provided an update on matters relating to our remuneration and expenses, including the costs that have been incurred, what creditors have approved and how much has been drawn to date.

## Fulfilling our Statutory Duties

**We currently expect that LUK will move to CVL in order to make a dividend to unsecured creditors. The exit strategy for LHUK is uncertain and will be dependent on the potential recoveries from intercompany claims.**

### Exit route from Administration

- In our Proposals, we explained the manner in which we anticipated the Administrations would be brought to an end once their purpose had been achieved and our work had been completed.
- The Administrations may end at different times and in different ways, however at the present time, we expect the mostly likely exit routes to be as follows.
  - If there are funds available to be distributed to the unsecured creditors (other than a Prescribed Part), we may make an application to Court to allow us to distribute the funds; after which the Companies will exit Administration by way of dissolution. This requires filing a notice of dissolution with the Registrar of Companies and the Companies will then automatically be dissolved by the Registrar of Companies three months after the notice is registered.
  - Alternatively, the Companies will exit Administration by way of a Creditors Voluntary Liquidation, and Samuel Alexander Ballinger, Christopher Jon Bennett and Matthew Boyd Callaghan would be appointed as joint liquidators of the Companies, and they will act jointly and severally in their duties. In this scenario, the Joint Liquidators would make the distribution to unsecured creditors.
  - In the event that there are no funds available for distribution to the unsecured creditors (other than from a Prescribed Part fund), the Companies will exit the Administration by way of dissolution.
- We anticipate that funds will be available for distribution to LUK's unsecured creditors, with an estimated return of approximately 1–4p in the £. Accordingly, we expect to conclude LUK's Administration by placing the Company into Creditors' Voluntary Liquidation in order to distribute the funds to the unsecured creditors.
- At this stage, no funds are expected to be available for distribution to LHUK's unsecured creditors. As a result, we anticipate concluding the Administration of LHUK by proceeding to dissolve the Company. However, it should be noted that the exit strategy for LHUK is uncertain and will be dependent on the potential recoveries from intercompany claims.

### Discharge from liability

- Pursuant to Paragraph 98 of Sch B1 IA86, our discharge from liability (in respect of our actions as joint administrators) takes effect at a time determined by the relevant classes of creditors, or the Court. In the circumstances of this case, it is for the Secured Creditor and/or Preferential Creditors to make that determination.
- During the Period, we sought confirmation of the discharge from liability from the Secured Creditor of LHUK and LUK (Kiwibank) and from the Preferential Creditor of LUK (HMRC). This was received on 30 September 2025.

### Future reporting

- We are required to provide a further progress report to all creditors within one month following 23 June 2026 (if the Administrations are extended), but more likely in conjunction with ceasing to act as joint administrators before that time.
- All documents will be retained on the website and will remain available until at least two months after the conclusion of the proceedings. If you require any hard copy documents, please contact us using the details provided earlier, and you will be provided (free of charge) with a hard copy of documents posted to the website, either now or in the future.



# Estimated Outcomes for Creditors

## Secured and Preferential Creditors

**PFG has been repaid in full from the Companies, and Kiwibank is expected to receive a full repayment via its security across insolvent Laybuy entities, including potential distributions from LUK.**

### Secured Creditors

- As at the date of Administration, PFG was owed c.£3.14m as first-ranking Secured Creditor of the Companies, increasing to c.£3.25m with post-appointment interest and charges. Its lending was secured by fixed and floating charges dated 21 October 2021, 31 July 2023, and 25 October 2023, including fixed charge security over LUK's BNPL ledger and Stripe balances, the key Administration assets.
- PFG was repaid in full in the prior period.
- Kiwibank holds secured debentures with the Companies of NZD c.8.5m, of which NZD c.325k remains outstanding, supported by a purported fixed and floating charge dated 25 October 2023. Kiwibank is expected to make full recovery via LUK or the other insolvent Laybuy Group entities in which it has a secure holding.

### Preferential Creditors

- The categories of preferential creditors were described earlier. The directors' Statement of Affairs estimated that preferential claims against the Company would be as follows:

Preferential category	LHUK £	LUK £
First-ranking	79,440.89	-
Second-ranking (HMRC)	137,482.72 (PAYE and VAT)	25,752.68 (VAT)
<b>Total</b>	<b>216,923.61</b>	<b>25,752.68</b>

- Dividends to preferential creditors are paid from asset realisations (subject to floating charge), after the costs of the Administration.
- Based on our current assumptions, we estimate that there will not be a dividend available to LHUK's preferential creditors. There is a prospect for a dividend subject to the level of recovery realised from intercompany claims, although this is highly uncertain.
- For LUK, HMRC is a second-ranking preferential creditor and has submitted a claim of £50,091.62, of which £44,828.40 is classed as preferential. Based on current information, we expect HMRC to be repaid in full from LUK's available funds.
- For both entities, we expect that preferential dividends will be declared and paid ahead of the Administrations' two-year anniversary in June 2026.

## Unsecured Creditors and Prescribed Part

**A distribution is anticipated for LUK's unsecured creditors, while the likelihood of a distribution to LHUK's unsecured creditors remains dependent on further asset recoveries and is highly uncertain.**

### Amounts Available for Unsecured Creditors

- In an administration, dividends may become available for unsecured creditors from two sources:
  - The statutory (ring-fenced) Prescribed Part fund; and/or
  - The surplus remaining after any secured and preferential creditors have been repaid in full.
- In this case, the Prescribed Part provisions are not expected to apply because the Secured Creditors are expected to be paid in full, with a surplus available to distribute to unsecured creditors of LUK (and possibly LHUK), as set out below.

### Creditor claims

- In their Statement of Affairs, the directors' estimated that non-preferential unsecured claims against the Companies would be £12.3m for LUK and £55.6m for LHUK.
- To date, we have received claims totalling £10m for LUK and £2.76m for LHUK.

### Distributable surplus funds

- PFG has been repaid in full during the prior period. We expect that Kiwibank will also be repaid in full, from the distributions received from the Receiverships in New Zealand. HMRC is the only preferential creditor of LUK, whom we believe will be repaid in full also. As such, the unsecured creditors of LUK can expect to receive a small dividend, from future asset realisations and the surplus funds remaining.
- As we do not currently expect to pay a dividend to LHUK's ordinary preferential creditors, subject to future asset realisations, this means there would be no dividend to unsecured creditors either.
- These estimates depend on several uncertain factors, including the final asset realisations, value of admitted claims and total Administration expenses. As such, the estimates should be treated with a significant degree of caution.

### Dividends and Timing

- Whilst the timing of the dividend remains uncertain, the Companies' creditors are invited to submit their claims via the Turnkey Insolvency Portal. If assistance is needed, creditors should contact us directly.
- Please note that this guidance is only an indication and should not be used as the main basis of any bad debt provision. The amount distributed will be determined by the final level of admitted claims and the value of the surplus funds.

#### The Prescribed Part

- Under Section 176A of the Act, where after 15 September 2003 a company has granted floating charge security, a proportion of the net property of the company (achieved from floating charge asset realisations) must be made available for the benefit of the Company's unsecured creditors.
- The Prescribed Part applies where there are net floating charge realisations (i.e. after costs of realisation) and is calculated as follows:
  - 50% of net property up to £10k;
  - Plus 20% of the net property in excess of £10k; and
  - Subject to a maximum of £800k (prior to the deduction of the costs of distributing).

#### Shareholders

- There will be no return to the Companies' shareholders as there will be a material shortfall to the Companies' creditors.



# Key Matters Remaining

## Work We Still Need To Do

The remaining steps that need to be taken ahead of concluding the Administrations are shown below, in addition to certain periodic statutory duties we must fulfil whilst we remain appointed.

Area	Company Affairs	Other assets	Tax / VAT	Distributions	Winding-down
Work Required	<ul style="list-style-type: none"> <li>Ongoing administration of the Companies' affairs during the Administration period, including managing funds, maintaining creditor records, providing updates to creditors, filing notices and documents with Companies House, and addressing ad hoc enquiries.</li> <li>Managing LHUK's regulatory obligations under its FCA registration.</li> </ul>	<ul style="list-style-type: none"> <li>Continue recovering outstanding amounts from the BNPL ledgers.</li> <li>Seek recovery of outstanding balances owed by EML.</li> <li>Realise any other assets, such as intercompany claims.</li> </ul>	<ul style="list-style-type: none"> <li>Preparing and submitting quarterly VAT returns and both pre-administration and administration Corporation Tax returns as needed.</li> <li>Handling VAT deregistration for the Companies.</li> <li>Preparing and submitting VAT 426 forms to reclaim input VAT following VAT deregistration.</li> <li>Filing all outstanding pre and post administration corporation tax returns</li> </ul>	<ul style="list-style-type: none"> <li>Adjudicate the LUK preferential claims and declare and pay the distribution.</li> <li>Assist creditors where required with the submission of their claims.</li> <li>Respond to creditor queries as required.</li> <li>In LUK and potentially LHUK, adjudicate the unsecured claims and declare and pay the distribution, in the subsequent liquidation(s).</li> </ul>	<ul style="list-style-type: none"> <li>Progress any other matters required to wind-down the Companies' affairs generally prior to the Administrations concluding and the Companies being dissolved (or moved to CVL).</li> <li>Fulfil our statutory obligations to finalise the Administrations, including the preparation and issuance of the final progress report notices.</li> </ul>
Timing	<ul style="list-style-type: none"> <li>Management of the Companies' affairs will continue for the duration of our appointment.</li> </ul>	<ul style="list-style-type: none"> <li>Prior to the end of the Administrations, but work could continue in any subsequent liquidation if beneficial for creditors.</li> </ul>	<ul style="list-style-type: none"> <li>Future returns to be submitted as and when required until such a time as all tax matters have been resolved.</li> </ul>	<ul style="list-style-type: none"> <li>Preferential distributions for the Companies will be paid prior to 23 June 2026.</li> <li>In LUK and potentially LHUK, other creditor work will continue into a potential CVL as required.</li> </ul>	<ul style="list-style-type: none"> <li>Prior to the end of the Administrations.</li> </ul>



# Appendices

## Appendix A: Statutory Information (LUK)

### Company Name: Laybuy (UK) Limited

Previous Name(s)	N/A	Administrators' Address	FTI Consulting LLP, 200 Aldersgate, Aldersgate Street, London EC1A 4HD
Trading Names(s)	Laybuy	Administrators' Recognised Professional Body	ICAEW
Registered Number	12712197	Functions of Administrators	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
Date of Incorporation	1 July 2020	Appointment Date	24 June 2024
Registered Office	c/o FTI Consulting LLP, 200 Aldersgate, Aldersgate Street, London, EC1A 4HD	Appointer / Applicant	Partners for Growth VI, L.P., as holder of a qualifying floating charge, pursuant to Paragraph 14 of Sch B1
Former Registered Office	33 Foley Street, Fitzrovia, London, W1W 7TL	Objective being pursued	(b) to achieve a better result for the Company's creditors as a whole than would be likely if the Company were wound up (without first being in Administration)
Court Name / Address	High Court of Justice, Business and Property Courts of England and Wales, Insolvency and Companies List (ChD)	EC Regulation	<p>The proceedings flowing from the appointment are COMI proceedings for the following reasons:</p> <ul style="list-style-type: none"> <li>■ the place of the company's registered office (within the meaning of Article 3(1) of the EU Regulation) is in England and Wales (within the United Kingdom) and has been for the previous three months;</li> <li>■ the company's administrative functions are carried out in England and Wales (within the United Kingdom); and</li> <li>■ accordingly, the place where the company conducts the administration of its interests in a regular basis and which is ascertainable by third parties in England and Wales (within the United Kingdom), and the company's centre of main interests (as defined in rule 1.2) is in England and Wales (within the United Kingdom).</li> </ul>
Court Reference	CR-2024-003704	Changes in Administrator	N/A
Administrators' Names	Samuel Alexander Ballinger, Christopher Jon Bennett, and Matthew Boyd Callaghan	Current Administration End Date	23 June 2026

## Appendix A: Statutory Information (LHUK)

### Company Name: Laybuy Holdings (UK) Limited

Previous Name(s)	N/A	Administrators' Address	FTI Consulting LLP, 200 Aldersgate, Aldersgate Street, London EC1A 4HD
Trading Names(s)	Laybuy	Administrators' Recognised Professional Body	ICAEW
Registered Number	11156956	Functions of Administrators	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
Date of Incorporation	18 January 2018	Appointment Date	24 June 2024
Registered Office	c/o FTI Consulting LLP, 200 Aldersgate, Aldersgate Street, London, EC1A 4HD	Appointer / Applicant	Partners for Growth VI, L.P., as holder of a qualifying floating charge, pursuant to Paragraph 14 of Sch B1
Former Registered Office	33 Foley Street, Fitzrovia, London, W1W 7TL	Objective being pursued	(b) to achieve a better result for the Company's creditors as a whole than would be likely if the Company were wound up (without first being in Administration)
Court Name / Address	High Court of Justice, Business and Property Courts of England and Wales, Insolvency and Companies List (ChD)	EC Regulation	<p>The proceedings flowing from the appointment are COMI proceedings for the following reasons:</p> <ul style="list-style-type: none"> <li>■ the place of the company's registered office (within the meaning of Article 3(1) of the EU Regulation) is in England and Wales (within the United Kingdom) and has been for the previous three months;</li> <li>■ the company's administrative functions are carried out in England and Wales (within the United Kingdom); and</li> <li>■ accordingly, the place where the company conducts the administration of its interests in a regular basis and which is ascertainable by third parties in England and Wales (within the United Kingdom), and the company's centre of main interests (as defined in rule 1.2) is in England and Wales (within the United Kingdom).</li> </ul>
Court Reference	CR-2024-003703	Changes in Administrator	N/A
Administrators' Names	Samuel Alexander Ballinger, Christopher Jon Bennett, and Matthew Boyd Callaghan	Current Administration End Date	23 June 2026

## Appendix B: Receipts and Payments Account (LUK)

For the period from 24 June 2025 to 23 December 2025

Statement of Affairs (£)	Notes	Movements Prior to the Period		From 24 June 2025 To 23 December 2025		Total (£)
		(£)	(£)	(£)	(£)	
<b>Fixed Charge Receipts</b>						
1,882,538BNPL - Book Debts		-	-	-	-	
85,568BNPL - Late Fees		-	-	-	-	
1,713,530Stripe Account Balance		3,474,899	-	-	3,474,899	
<b>3,681,636</b>		<b>3,474,899</b>	-	-	<b>3,474,899</b>	
332,448BNPL - CRS	1	672,146	70,007	742,153		
12,874HSBC Cash at Bank		13,115	-	13,115		
<b>4,026,958Total Fixed Charge Receipts</b>		<b>4,160,161</b>	<b>70,007</b>	<b>4,230,167</b>		
<b>Fixed Charge Payments</b>						
(3,139,445)Distribution to PFG		(3,246,613)	-	(3,246,613)		
CRS Fees	1	(167,381)	(16,987)	(184,368)		
SSA Trading Costs		(102,669)	-	(102,669)		
<b>(3,139,445)Total Fixed Charge Payments</b>		<b>(3,516,663)</b>	<b>(16,987)</b>	<b>(3,533,650)</b>		
<b>887,513Balance on the Fixed Charge Account</b>	6	<b>643,498</b>	<b>53,019</b>	<b>696,517</b>		
<b>Floating Charge Receipts</b>						
PFG Funding Agreement		385,000	-	385,000		
Bank interest	2	10,376	6,627	17,002		
VAT Bad Debt Relief	3	-	574,152	574,152		
Cyber Fraud Insurance Claim	4	-	158,538	158,538		
Statutory Interest	5	-	5,503	5,503		
Other Debtors		51,074	-	51,074		
<b>Total Floating Charge Receipts</b>		<b>446,450</b>	<b>744,819</b>	<b>1,191,268</b>		
<b>Floating Charge Payments</b>						
PFG Funding Repayment		(385,000)	-	(385,000)		
Legal and Other Professional Fees		(16,842)	(52)	(16,894)		
Bordereau Premium		(225)	-	(225)		
Re-Direction of Mail		(627)	-	(627)		
Statutory Advertising		(198)	-	(198)		
Recharged Expenses		(80,949)	-	(80,949)		
Pre-appointment legal disbursements		(55)	-	(55)		
Pre-appointment legal fees		(11,250)	-	(11,250)		
Sundry Expenses		-	(206)	(206)		
Legal disbursements		(40)	-	(40)		
<b>Total Floating Charge Payments</b>		<b>(495,187)</b>	<b>(258)</b>	<b>(495,445)</b>		
<b>Net Floating Charge Receipts/(Payments)</b>		<b>(48,737)</b>	<b>744,560</b>	<b>695,824</b>		
<b>Funds represented by:</b>						
VAT Account		38,709	(29,461)	9,248		
Bank Account		549,413	833,680	1,383,093		
<b>Balance</b>		<b>588,122</b>	<b>804,219</b>	<b>1,392,341</b>		

### Notes

1. CRS, the Companies' existing collection agent, was engaged on a contingent fee basis to recover the remaining BNPL ledger. Fees have been drawn by CRS in line with ongoing debt recoveries. We have continued to recover portions of the BNPL debt ledger through the Period.
2. Cash at bank is periodically reinvested to generate bank interest for the benefit of creditors.
3. A full repayment of VAT BDR claims submitted as a result of fully written-off BNPL debts was received during the Period.
4. The Companies were victims of fraud and cyber-attacks, which caused material cash losses that contributed to their eventual insolvency. We entered into a cost and proceeds sharing agreement with the Receivers earlier in the Administration and worked with them to pursue recoveries in relation to the claim during the prior period. As the beginning of this Period, we received the full amount of £158,538 (after deductions).
5. LUK has earned £5,503 in statutory interest, relating primarily to HMRC's VAT repayments for the 11/24 and 02/25 returns.
6. The fixed charge surplus is expected to form part of the remaining pool of assets as PFG have been repaid in full, and we expect that Kiwibank will be repaid from funds in the Receiverships.
7. The Statement of Affairs figures are the directors' estimates of what the Company's assets might realise in the Administration and are shown only for comparative purposes. Where relevant, all amounts are shown net of VAT.

## Appendix B: Receipts and Payments Account (LHUK)

For the period from 24 June 2025 to 23 December 2025

Statement of Affairs (£)	Notes	Movements Prior to the Period (£)	From 24 June 2025 To 23 December 2025 (£)	Total (£)
<b>Fixed Charge Receipts</b>				
66,559 HSBC Cash at Bank		67,164	-	67,164
200,000 EML Account Balance		-	-	-
37,699 Merchant Receivables	1	-	6	6
3,599 Affiliate Receivables		-	-	-
-		-	-	-
<b>Fixed Charge Payments</b>				
(3,139,445) Distribution to PFG		(16,065)	-	(16,065)
<b>(2,831,588) Balance on the Fixed Charge Account</b>		<b>51,099</b>	<b>6</b>	<b>51,105</b>
<b>Floating Charge Receipts</b>				
PFG Funding Agreement		200,000	-	200,000
8,649 HSBC Cash at Bank		8,508	-	8,508
Lease Deposit Settlement		14,160	-	14,160
Bank interest	2	1,191	563	1,754
18,360 Other Debtors		-	-	-
Employee Cost Recharges		29,584	-	29,584
Statutory Interest	3	-	44	44
Recharge Receipts		80,949	-	80,949
<b>27,009 Total Floating Charge Receipts</b>		<b>334,392</b>	<b>607</b>	<b>334,999</b>
<b>Floating Charge Payments</b>				
PFG Funding Agreement		(200,000)	-	(200,000)
Legal Fees		(20,239)	-	(20,239)
Bordereau Premium		(225)	-	(225)
Re-Direction of Mail		(627)	-	(627)
Wages & Salaries		(36,471)	-	(36,471)
PAYE & NIC		(21,031)	-	(21,031)
Professional fees		(2,078)	-	(2,078)
Employee related costs		(1,490)	-	(1,490)
Pre-appointment legal disbursements		(55)	-	(55)
Pre-appointment legal fees		(11,250)	-	(11,250)
Legal disbursements		(40)	-	(40)
Insurance		(328)	-	(328)
<b>Total Floating Charge Payments</b>		<b>(293,834)</b>	<b>-</b>	<b>(293,834)</b>
<b>27,009 Net Floating Charge Receipts/(Payments)</b>		<b>40,558</b>	<b>607</b>	<b>41,165</b>
<b>Funds represented by:</b>				
VAT Account		6,706	(6,706)	0
Bank account		84,951	7,318	92,270
<b>Balance</b>		<b>91,657</b>	<b>613</b>	<b>92,270</b>

### Notes

1. The amounts shown in the statement of affairs relate to funds held in HSBC bank accounts by LHUK before our appointment. The LUK account remained open until 30 September 2024 and received c.£36k in post-appointment merchant receipts. Although the account is in LUK's name, only LHUK conducted transactions with merchants and affiliates.
2. Cash at bank is periodically reinvested to generate bank interest for the benefit of creditors.
3. LUK has earned £5,503 in statutory interest, relating primarily to HMRC's VAT repayments.

The Statement of Affairs figures are the directors' estimates of what the Company's assets might realise in the Administration and are shown only for comparative purposes.

All amounts are shown net of VAT.

## Appendix C: Joint Administrators' Remuneration and Expenses

**The basis of our remuneration has been approved by the Secured Creditors of both Companies and preferential creditor of LUK, although no fees have been drawn to date.**

### Basis of our remuneration

- In the previous Period, we sought approval that our remuneration should be determined by reference to the time properly given by the Joint Administrators and their staff in attending to matters arising in the Administration (a time cost basis); subject to a fees estimate of £429,531 and £98,586 in LUK and LHUK respectively.
- Approval to the above was received from the Secured Creditors and (for LUK only) the preferential creditors on 16 May 2025. We did not need to seek approval from the preferential creditors of LHUK as (based on information at the time) we did not expect to make a distribution to them.
- In the Period, and in conjunction with issuing our previous progress report, we sought further approval that we could draw remuneration in excess of the amounts approved, and up to (a revised fees estimate of) £504,977 and £124,109 in LUK and LHUK respectively.
- Given the emergence of a dividend for unsecured creditors of LUK (other than via a Prescribed Part), we needed to seek such approval on this occasion from the unsecured creditors. Such approval was given in a decision procedure ending on 8 August 2025.
- For LHUK, approval was again sought from only the Secured Creditors as based on information at the time, it was most likely that a dividend for LHUK's preferential creditors would not be available. This approval was given on 30 September 2025.
- Later in this Appendix, we have included a table that sets out the difference between the initial and revised fees estimates, should such costs be incurred.
- Earlier in this report (and later in this Appendix), we have given a description of work completed during the Period. Creditors can refer to our previous reports for details of work performed in previous periods.
- There are no business or personal relationships with parties responsible for approving remuneration, or who provide services where the relationship could give rise to a conflict of interest.
- We are yet to draw any remuneration on either Administration.

### Pre-Administration costs

- At the time of seeking approval from the Secured Creditors and preferential creditors (LUK only), to the basis of our remuneration, we also sought approval for the unpaid pre-Administration costs to be paid as an expense of the respective Administrations.
- The total unpaid pre-Administration costs and expenses for LUK and LHUK were £27,982.50 for each company. Creditors should refer to our previous reports for a breakdown of the Companies' pre-administration costs and expenses.
- Unpaid legal costs have been paid as shown in the Receipts and Payments accounts enclosed.
- Osborne Clarke's outstanding costs have been paid by PFG, which were recovered by PFG from the increased secured creditor distributions by the Companies.
- Our unpaid pre-Administration fees are yet to be drawn.

### Information provided

- In this Appendix, we have provided the following information:
  - An analysis of the time spent by the Joint Administrators and their team on matters arising in the Administrations during the Period and Administration to date;
  - A narrative explanation of the work performed, to support the above analysis (much of which has been summarised earlier in this report);
  - A reminder of our time charging policy and hourly rates that apply in the Administrations; and
  - A statement of the expenses incurred in the Period and comparison to the estimates previously provided.

## Appendix C: Joint Administrators' Remuneration and Expenses

### Analysis of time costs for the period from 24 June 2025 to 23 December 2025 for LUK

Task	Senior Managing Director	Managing Director	Senior Director	Director	Consultant	Associate	Other	Total Time	Total Cost	Average Rate
<b>Controlling our Appointment</b>										
Strategy & Planning	-	-	-	-	2.2	-	-	2.2	1,380.00	627.27
Appointee & Manager Reviews	-	-	-	-	0.6	1.6	-	2.2	1,236.00	561.82
Budgets, Fee Approval & Remuneration	-	-	-	-	6.9	9.5	-	16.4	8,738.00	532.80
Closure Matters	-	-	-	0.4	-	-	-	0.4	352.00	880.00
	-	-	-	0.4	9.7	11.1	-	21.2	<b>11,706.00</b>	
<b>Realising the Assets</b>										
Sale of Business	-	-	-	-	-	-	-	-	-	-
Book Debt Realisations	-	0.2	-	0.8	1.2	4.4	-	6.6	4,034.00	611.21
Other Assets	-	0.1	-	0.3	-	-	-	0	369.00	922.50
	-	0.3	-	1.9	2.8	4.4	-	9.4	<b>6,115.00</b>	
<b>Dealing with Creditors</b>										
Secured creditors	-	-	-	-	0.1	0.6	-	0.7	330.00	471.43
Preferential Claims Agreement	-	-	-	-	0.1	-	-	0.1	60.00	600.00
Creditor Queries	-	0.1	-	-	2.1	7.8	-	10.0	5,811.00	581.10
	-	0.1	-	-	2.3	8.4	-	10.8	<b>6,201.00</b>	
<b>Managing the Company's Affairs</b>										
Tax	3.0	-	21.6	1.0	1.3	0.4	-	27.3	26,770.50	980.60
VAT	-	0.1	-	-	8.0	5.6	-	13.7	7,255.00	529.56
Bank Account Management	-	1.0	-	-	0.2	1.6	0.4	3.2	1,999.50	624.84
Receipts, Payments & Journals	-	-	-	-	5.6	9.6	0.8	16.0	7,641.50	477.59
FCA and Other Regulatory	-	0.4	-	-	-	-	-	0.4	462.00	1,155.00
	3.0	1.5	21.6	1.0	15.1	17.2	1.2	60.6	<b>44,128.50</b>	
<b>Fulfilling Statutory Duties</b>										
Initial Letters & Notices	-	-	-	-	0.6	1.6	-	2.2	1,164.00	529.09
Progress Reports	2.5	7.1	-	1.1	11.2	15.2	-	37.1	23,489.00	633.13
Extensions	-	0.1	-	-	-	-	-	0.1	105.00	1,050.00
Other Statutory Matters	-	0.3	-	-	6.0	1.1	-	7.4	4,495.00	607.43
	2.5	7.5	-	1.1	17.8	17.9	-	46.8	<b>29,253.00</b>	
<b>Total Time by Grade</b>	<b>5.5</b>	<b>9.4</b>	<b>21.6</b>	<b>4.4</b>	<b>47.7</b>	<b>59.0</b>	<b>1.2</b>	<b>148.8</b>		
<b>Total Cost by Grade</b>	<b>7,062.50</b>	<b>9,943.50</b>	<b>21,009.00</b>	<b>3,872.00</b>	<b>29,471.00</b>	<b>25,763.50</b>	<b>282.00</b>		<b>97,403.50</b>	
<b>Average by Grade</b>	<b>1,284.09</b>	<b>1,057.82</b>	<b>972.64</b>	<b>880.00</b>	<b>617.84</b>	<b>436.67</b>	<b>235.00</b>			

## Appendix C: Joint Administrators' Remuneration and Expenses

### Analysis of time costs for the Administration from 24 June 2024 to 23 December 2025 for LUK

Task	Senior Managing		Senior Director	Director	Senior Consultant	Consultant	Associate	Other	Total Time	Total Cost	Average Rate
	Director	Managing Director									
<b>Controlling our Appointment</b>											
Strategy & Planning	1.0	20.4	-	7.1	14.9	5.6	3.0	-	52.0	43,708.50	840.55
Appointee & Manager Reviews	-	-	-	-	0.5	0.6	5.5	-	6.6	2,805.50	425.08
Budgets, Fee Approval & Remuneration	-	1.4	-	2.0	-	7.0	13.7	-	24.1	13,243.00	549.50
Closure Matters	-	0.2	-	0.4	-	-	0.5	-	1.1	711.50	646.82
	1.0	22	-	9.5	15.4	13.2	22.7	-	83.8	60,468.50	
<b>Realising the Assets</b>											
Sale of Business	-	2.1	-	6.0	4.0	-	-	-	12.1	9,858.50	814.75
Book Debt Realisations	-	23.7	-	0.8	30.4	1.2	10.4	-	66.5	51,279.50	771.12
Intercompany Debtors	-	-	-	1.8	0.7	1.6	-	-	4.1	3,099.00	755.85
Other Assets	-	0.1	-	6.4	24.0	-	0.3	-	31	23,285.00	756.01
Insurance & Bonding	-	-	-	-	-	0.2	-	-	0.2	130.00	650.00
	-	25.9	-	15.0	59.1	3.0	10.7	-	113.7	87,652.00	
<b>Supervising Trading / Wind-down Process</b>											
Trading (Customers)	-	-	-	-	-	-	3.0	-	3.0	915.00	305.00
Trading (Employees)	-	-	-	-	0.5	-	2.2	-	2.7	1,000.50	370.56
Trading (Cash Management)	-	-	-	-	0.6	-	-	-	0.6	435.00	725.00
Trading (Other)	3.9	-	-	-	27.2	-	1.6	-	32.7	24,649.50	753.81
	3.9	-	-	-	28.3	-	6.8	-	39.0	27,000.00	
<b>Dealing with Creditors</b>											
Secured creditors	-	5.3	-	-	6.7	0.1	10.4	-	22.5	13,644.50	606.42
Preferential Claims Agreement	-	-	-	-	0.4	0.1	0.3	-	0.8	455.50	569.38
Unsecured Claims Agreement	-	-	-	-	-	-	0.2	-	0.2	84.00	420.00
Creditor Queries	-	5.2	-	-	-	2.1	27.5	-	34.8	18,032.00	518.16
	-	10.5	-	-	7.1	2.3	38.4	-	58.3	32,216.00	
<b>Managing the Company's Affairs</b>											
Tax	9.6	3.8	49.0	2.3	1.5	1.3	8.5	-	76.0	68,858.50	906.03
VAT	-	0.3	28.2	1.5	58.6	8.5	10.4	-	107.5	70,058.50	651.71
Employees	-	4.2	-	-	13.9	-	3.0	-	21.1	15,129.50	717.04
Books & Records	-	-	-	-	-	-	2.9	-	2.9	841.00	290.00
Bank Account Management	-	1.6	-	-	-	0.2	3.4	0.4	5.6	3,360.50	600.09
Receipts, Payments & Journals	-	1.1	-	1.6	1.0	8.1	18.4	0.8	31.0	15,195.00	490.16
FCA and Other Regulatory	-	1.3	-	-	0.5	-	-	-	1.8	1,711.00	950.56
	9.6	12.3	77.2	5.4	75.5	18.1	46.6	1.2	245.9	175,154.00	
<b>Fulfilling Statutory Duties</b>											
Initial Letters & Notices	-	4.1	-	6.6	-	0.6	30.1	-	41.4	20,258.00	489.32
Statement of Affairs	-	-	-	-	1.0	-	2.1	-	3.1	1,334.00	430.32
Proposals	2.2	6.5	-	-	4.6	-	12.6	-	25.9	15,558.50	600.71
Progress Reports	5.5	8.7	-	1.1	6.3	13.7	60.6	-	95.9	49,660.50	517.84
Extensions	-	0.7	-	-	-	1.8	0.8	-	3.3	2,140.00	648.48
CDDA & SIP2 Assessment	-	0.2	-	-	1.5	-	1.2	-	2.9	1,632.50	562.93
Other Statutory Matters	-	0.3	-	3.6	9.8	6.1	15.3	-	35.1	19,306.50	550.04
	8	20.5	-	11.3	23.2	22.2	122.7	-	207.6	109,890.00	
<b>Total Time by Grade</b>	<b>22.2</b>	<b>91.2</b>	<b>77.2</b>	<b>41.2</b>	<b>208.6</b>	<b>58.8</b>	<b>247.9</b>	<b>1.2</b>	<b>748.3</b>		
<b>Total Cost by Grade</b>	<b>26,904.50</b>	<b>91,405.00</b>	<b>72,327.00</b>	<b>34,784.50</b>	<b>143,553.00</b>	<b>36,686.00</b>	<b>86,438.50</b>	<b>282.00</b>		<b>492,380.50</b>	
<b>Average by Grade</b>	<b>1,211.91</b>	<b>1,002.25</b>	<b>936.88</b>	<b>844.28</b>	<b>688.17</b>	<b>623.91</b>	<b>348.68</b>	<b>235.00</b>			

## Appendix C: Joint Administrators' Remuneration and Expenses

### Analysis of time costs for the period from 24 June 2025 to 23 December 2025 for LHUK

Task	Senior Managing Director	Managing Director	Senior Director	Director	Senior Consultant	Consultant	Associate	Other	Total Time	Total Cost	Average Rate
<b>Controlling our Appointment</b>											
Appointee & Manager Reviews	-	-	-	-	-	0.5	0.2	-	0.7	4,275.00	6,107.14
Budgets, Fee Approval & Remuneration	-	-	-	-	-	6.2	-	-	6.2	3,021.00	487.26
Closure Matters	-	-	-	0.4	-	-	-	-	0.4	210.00	525.00
	-	-	-	<b>0.4</b>	-	<b>6.7</b>	<b>0.2</b>	-	<b>7.3</b>	<b>7,506.00</b>	
<b>Realising the Assets</b>											
Sale of Business	-	-	-	-	-	-	-	-	-	-	-
Book Debt Realisations	-	-	-	-	-	0.2	0.2	-	0.4	2,166.00	5,415.00
Intercompany Debtors	-	-	-	-	-	2.8	0.5	-	3.3	2,079.00	630.00
Other Assets	-	-	-	0.7	-	-	-	-	0.7	1,300.00	1,857.14
	-	-	-	<b>0.7</b>	-	<b>3.0</b>	<b>0.7</b>	-	<b>4.4</b>	<b>5,545.00</b>	
<b>Dealing with Creditors</b>											
Secured creditors	-	-	-	-	-	-	2.5	-	2.5	375.00	150.00
Preferential Claims Agreement	-	-	-	-	-	0.1	-	-	0.1	525.00	5,250.00
Creditor Queries	-	0.1	-	-	-	0.7	0.7	-	1.5	1,117.00	744.67
	-	<b>0.1</b>	-	-	-	<b>0.8</b>	<b>3.2</b>	-	<b>4.1</b>	<b>2,017.00</b>	
<b>Managing the Company's Affairs</b>											
Tax	3.2	-	23.4	-	-	0.9	0.2	-	27.7	6,070.00	219.13
VAT	-	5.5	-	-	0.1	4.8	7.9	-	18.3	15,770.00	861.75
Employees	-	0.2	-	-	-	-	1.7	-	1.9	765.00	402.63
Books & Records	-	0.1	-	-	-	-	-	-	0.1	315.00	3,150.00
Bank Account Management	-	0.2	-	-	-	0.2	0.5	0.1	1.0	4,102.50	4,102.50
Receipts, Payments & Journals	-	0.2	-	-	-	4.2	0.8	-	5.2	3,636.00	699.23
	<b>3.2</b>	<b>6.2</b>	<b>23.4</b>	-	<b>0.1</b>	<b>10.1</b>	<b>11.1</b>	<b>0.1</b>	<b>54.2</b>	<b>30,658.50</b>	
<b>Fulfilling Statutory Duties</b>											
Initial Letters & Notices	-	-	-	-	-	0.8	0.2	-	1.0	711.00	711.00
Progress Reports	-	2.3	-	-	-	9.8	11.3	-	23.4	17,783.00	759.96
Other Statutory Matters	-	0.2	-	0.5	-	3.5	0.2	-	4.4	4,766.00	1,083.18
	-	<b>2.6</b>	-	<b>0.5</b>	-	<b>14.1</b>	<b>11.7</b>	-	<b>28.9</b>	<b>23,380.00</b>	
<b>Total Time by Grade</b>											
Total Time by Grade	<b>3.2</b>	<b>8.9</b>	<b>23.4</b>	<b>1.6</b>	<b>0.1</b>	<b>34.7</b>	<b>26.9</b>	<b>0.1</b>	<b>98.9</b>		
Total Cost by Grade	<b>3,658.00</b>	<b>8,060.00</b>	<b>1,131.00</b>	<b>1,785.00</b>	<b>793.00</b>	<b>30,042.00</b>	<b>23,614.00</b>	<b>23.50</b>		<b>69,106.50</b>	
Average by Grade	<b>1,143.13</b>	<b>905.62</b>	-	<b>1,115.63</b>	<b>7,930.00</b>	<b>865.76</b>	<b>877.84</b>	<b>235.00</b>			

## Appendix C: Joint Administrators' Remuneration and Expenses

### Analysis of time costs for the Administration from 24 June 2024 to 23 December 2025 for LHUK

Task	Senior Managing Director	Managing Director	Senior Director	Director	Senior Consultant	Consultant	Associate	Other	Total Time	Total Cost	Average Rate
<b>Controlling our Appointment</b>											
Pre-Appointment	-	2.0	-	-	-	-	-	-	2.0	2,100	1,050.0
Strategy & Planning	0.8	18.1	-	1.1	0.4	1.1	0.7	-	22.2	21,481	967.6
Appointee & Manager Reviews	-	-	-	-	0.5	0.5	4.1	-	5.1	5,845	1,146.0
Budgets, Fee Approval & Remuneration	-	0.1	-	-	-	6.2	3.9	-	10.2	4,314	422.9
Closure Matters	-	0.2	-	0.4	-	-	-	-	0.6	417	695.0
	0.8	20	-	1.5	0.9	7.8	8.7	-	40.1	34,157	
<b>Realising the Assets</b>											
Sale of Business	-	0.1	-	0.6	-	-	-	-	0.7	588	839.3
Book Debt Realisations	-	0.9	-	-	0.6	0.2	2.7	-	4.4	4,234	962.3
Intercompany Debtors	-	-	-	-	-	2.8	0.5	-	3.3	2,079	630.0
Other Assets	-	-	-	1.5	0.8	-	-	-	2	2,564	1,114.8
Insurance & Bonding	-	-	-	-	-	-	0.4	-	0.4	116	290.0
	-	1.0	-	2.1	1.4	3.0	3.6	-	11.1	9,581	
<b>Supervising Trading / Wind-down process</b>											
Trading (Customers)	-	-	-	-	-	-	1.9	-	1.9	574	301.8
Trading (Other)	0.2	-	-	-	0.7	-	1.6	-	2.5	1,201	480.2
	0.2	-	-	-	0.7	-	3.5	-	4.4	1,774	
<b>Dealing with Creditors</b>											
Secured creditors	-	0.5	-	-	-	-	5.0	-	5.5	1,754	318.8
Preferential Claims Agreement	-	-	-	-	1.3	0.1	-	-	1.4	1,513	1,080.7
Creditor Queries	-	0.2	-	-	-	0.7	17.4	-	18.3	7,008	382.9
	-	0.7	-	-	1.3	0.8	22.4	-	25.2	10,274	
<b>Managing the Company's Affairs</b>											
Tax	3.4	0.6	23.4	-	0.7	0.9	0.8	-	29.8	7,654	256.8
VAT	-	7.3	1.0	-	5.8	5.3	8.6	-	28.0	22,129	790.3
Employees	-	0.4	-	-	3.1	-	3.6	-	7.1	3,826	538.8
Pensions	-	-	-	0.8	-	-	3.5	-	4.3	2,154	500.9
Books & Records	-	0.1	-	-	0.8	-	-	-	0.9	895	994.4
Bank Account Management	-	0.7	-	-	-	0.8	3.1	0.1	4.7	6,085	1,294.6
Receipts, Payments & Journals	-	1.5	-	0.3	-	6.1	4.9	-	12.8	7,842	612.6
FCA and Other Regulatory	-	0.1	-	-	-	-	-	-	0.1	99	985.0
	3.4	10.7	24.4	1.1	10.4	13.1	24.5	0.1	87.7	50,681	
<b>Fulfilling Statutory Duties</b>											
Initial Letters & Notices	-	10.6	-	-	-	0.8	40.7	-	52.1	24,402	468.4
Statement of Affairs	-	-	-	-	1.0	-	2.4	-	3.4	1,421	417.9
Proposals	-	2.9	-	-	2.4	-	8.0	-	13.3	6,917	520.0
Progress Reports	1.5	3.5	-	-	1.7	12.3	35.2	-	54.2	31,687	584.6
Extensions	-	0.1	-	-	-	1.6	0.4	-	2.1	1,282	610.5
CDDA & SIP2 Assessment	-	0.2	-	-	1.5	-	1.2	-	2.9	1,633	562.9
Other Statutory Matters	-	0.5	-	0.7	8.3	3.6	14.4	-	27.5	16,396	596.2
	2	17.8	-	0.7	14.9	18.3	102.3	-	155.5	83,737	
<b>Total Time by Grade</b>	<b>5.9</b>	<b>50.6</b>	<b>24.4</b>	<b>5.4</b>	<b>29.6</b>	<b>43.0</b>	<b>165.0</b>	<b>0.1</b>	<b>324.0</b>		
<b>Total Cost by Grade</b>	<b>6,880.50</b>	<b>50,115.50</b>	<b>2,058.00</b>	<b>5,010.00</b>	<b>21,216.00</b>	<b>35,437.00</b>	<b>69,462.50</b>	<b>23.50</b>		<b>190,203.00</b>	
<b>Average by Grade</b>	<b>1,166.19</b>	<b>990.42</b>	<b>84.34</b>	<b>927.78</b>	<b>716.76</b>	<b>824.12</b>	<b>420.98</b>	<b>235.00</b>			

## Appendix C: Joint Administrators' Remuneration and Expenses

**In broad terms our work includes realising the Companies' assets, quantifying their liabilities and returning funds to creditors, managing the Companies' affairs and fulfilling our statutory obligations as Joint Administrators.**

Earlier in this report, we described the main areas of our work in the Administrations during the Period covered by this report. The table below provides more detail but is not an exhaustive list of all work performed. Also provided is an indicated of whether the work provided a financial benefit for creditors or whether (for example) it was required by statute. The work outlined below is in relation to both LUK and LHUK, unless specified otherwise.

Area of work	Description of work	Reason and benefit for creditors
Controlling the appointment	<ul style="list-style-type: none"> <li>■ <b>Strategy and planning:</b> including devising and maintaining appropriate strategies for achieving the purpose of the Administrations, engagement team meetings and documenting key decisions.</li> <li>■ <b>Case reviews:</b> periodic reviews of the Administrations, every six months.</li> <li>■ <b>Financial Management:</b> preparing and maintaining cost budgets, recording relevant receipts and payments made to/from the Administrations, updating estimated outcome statements as appropriate.</li> <li>■ <b>Remuneration:</b> giving information to creditors and seeking fee approval in accordance with insolvency legislation requirements.</li> </ul>	<ul style="list-style-type: none"> <li>■ We have a duty to perform our functions as quickly and efficiently as reasonably practicable in the best interests of the creditors as a whole.</li> <li>■ Whilst not necessarily generating a direct financial benefit for creditors, these areas of our work ensure that our strategies to maximise realisations and minimise costs (and liabilities where possible), are kept under review and amended as appropriate.</li> </ul>
Realising the Assets	<ul style="list-style-type: none"> <li>■ <b>Book debt realisations:</b> recovering amounts due from the various BNPL and Stripe debtor ledgers via the wind-down strategy. Work has been and will continue in this area until it is deemed that the time costs incurred in pursuit of further realisations is not beneficial for creditors.</li> <li>■ <b>Insurance claim:</b> The Companies were victims of fraud and cyber-attacks, which caused material cash losses that contributed to their eventual insolvency. We entered into a cost and proceeds sharing agreement with the Receivers earlier in the Administration and worked with them to pursue recoveries in relation to the claim during the prior period. As the beginning of this Period, we received the full amount of £158,538 (after deductions).</li> </ul>	<ul style="list-style-type: none"> <li>■ Realisation of assets is a primary objective of any insolvency case as it is necessary to recover the value of the Companies' assets in order to realise funds to distribute to creditors.</li> <li>■ Pursuit of asset realisations are only undertaken if the expected recovery is greater than the time costs and expenses that will be incurred in realising the assets, so that the net return to creditors is positive.</li> </ul>

## Appendix C: Joint Administrators' Remuneration and Expenses

**In broad terms our work includes realising the Company's assets, quantifying its liabilities and returning funds to creditors, managing the Company's affairs and fulfilling our statutory obligations as Joint Administrators.**

Area of work	Description of work	Reason and benefit for creditors
Dealing with Creditors	<ul style="list-style-type: none"> <li>■ <b>Secured creditors:</b> liaising with / periodic reporting to the Secured Creditor; and making distributions from asset realisations under security entitlements.</li> <li>■ <b>Preferential claims agreement:</b> reviewing claims, liaising with the Preferential Creditor regarding the provision of supporting information, and responding to queries.</li> <li>■ <b>Unsecured claims agreement:</b> liaising with the creditors regarding the provision of supporting information and responding to queries (LUK only).</li> <li>■ Where required, maintain our systems to record and maintain creditor details and claims received, for the subsequent determination thereon and payment of dividends.</li> <li>■ <b>Creditor queries:</b> for all classes of creditors, shareholders and other third parties: responding to inbound queries received to the extent possible and necessary.</li> </ul>	<ul style="list-style-type: none"> <li>■ Where available, distributions and dividends represent a repayment to creditors in respect of the amounts owed to them by the Company and therefore is a tangible financial benefit from the insolvency proceedings.</li> <li>■ During the course of claims agreement, we perform a proportionate level work with an appropriate degree of scrutiny taking into account the quantum of the dividend available, to avoid incurring unnecessary costs and to avoid adversely impacting the recovery for creditors.</li> <li>■ The objective of our adjudication work is to ensure that only genuine and accurate claims are admitted for dividend purposes and where necessary we apply our expertise and commercial judgement to mitigate liabilities where possible; for the benefit of the wider body of creditors.</li> <li>■ Responding to general inbound queries can take considerable time and does not have a direct financial benefit for creditors, except for example (for individual creditors) where it is to provide debt confirmations for the purpose of credit insurance claims. To the extent possible, we encourage creditors to review information already available on our website.</li> </ul>

## Appendix C: Joint Administrators' Remuneration and Expenses

**In broad terms our work includes realising the Company's assets, quantifying its liabilities and returning funds to creditors, managing the Company's affairs and fulfilling our statutory obligations as Joint Administrators.**

Area of work	Description of work	Reason and benefit for creditors
Managing the Company's Affairs	<ul style="list-style-type: none"> <li>■ <b>Corporation Tax:</b> prepared the necessary and periodic tax returns falling due during the Administrations. We prepared the pre-Administration tax returns for the 12 months to 31 March 2024 and 23 June 2024, both of which are in the process of review and will be submitted in due course.</li> <li>■ <b>VAT:</b> prepared and submitted the necessary and periodic VAT returns falling due during the Administrations, including post-appointment returns for 1 March to 31 May 2025 and 1 June to 31 August 2025. We also received a refund from HMRC in relation to the first post-appointment VAT return, for the period 24 June 2024 to 30 November 2024.</li> <li>■ <b>VAT BDR:</b> liaising with HMRC regarding the VAT BDR claim submitted in the prior period. We received the amount of this BDR claim during the Period and have initiated the process of reviewing any further VAT BDR claims that may be submitted in the coming months.</li> <li>■ <b>Receipts, payments and accounting journals:</b> maintaining adequate accounting records for the period of the Administration, including the payment of costs and expenses.</li> </ul>	<ul style="list-style-type: none"> <li>■ We have a statutory responsibility to complete and submit post-insolvency tax and VAT returns and account for any tax due.</li> <li>■ As circumstances can often be complex, the involvement of our VAT and tax specialists ensures that the Companies pay the correct amount of tax, to avoid adversely impacting any amounts available for creditors.</li> <li>■ Holding bank accounts for the Administrations avoids the costs and logistics of taking control of the Companies existing accounts (which are usually closed shortly after appointment). Regular reconciliations of the new accounts assist in maintaining accurate records for the Administrations.</li> </ul>
Fulfilling our Statutory Duties	<ul style="list-style-type: none"> <li>■ <b>Progress reports:</b> preparing and issuing the six-monthly progress report to creditors, including receipts and payments accounts.</li> </ul>	<ul style="list-style-type: none"> <li>■ The various other workstreams arise from statutory requirements due to the Companies being in an insolvency process and similarly do not have any direct financial benefit for creditors. Many requirements are for the purpose of keeping creditors informed about the Administration and to protect their interests generally.</li> </ul>

## Appendix C: Joint Administrators' Remuneration and Expenses

**As our remuneration is on a time cost basis, the manner in which we allocate staff, charge our time and the hourly rates we use, are all important factors**

### Staff Allocation and Time Charging Policy

- Our general approach to resourcing our assignments is to allocate staff with the skills and experience to meet the specific requirements of the case. The constitution of the case team at any point in time will usually consist of one or more of the grades shown in the table opposite, depending on the anticipated size and complexity of the assignment.
- Work is delegated to suitable grades of staff, taking into account their experience and any specialist knowledge that is needed. They are supervised accordingly to maximise the cost effectiveness of the work done. Complex issues or important matters of exceptional responsibility are handled by more experienced senior staff or the office-holders themselves.
- All of our staff who work on the case charge time directly to it and are included in any analysis of time charged. Only if there is a large block of time incurred by a member of the secretarial team, e.g. report compilation and distribution, do we seek to charge and recover our time in this regard. Time is charged in six-minute units. We do not charge general overhead costs.
- During the administration of the insolvency, we will also utilise the services of specialist teams within FTI Consulting LLP, principally in relation to VAT and tax matters and the costs of which are included within our fees estimate. We consider that the rates chargeable for these services are in line with general market practice and that the service is at least comparable to similar firms of professional advisors. In addition, by working closely with our internal teams, we believe a more coordinated and efficient approach to the relevant workstreams is possible.

### Hourly Charge-Out Rates

- In the table below, we set out the hourly charge-out rates for the various grades of staff who may work on the case.
- In common with many professional firms, these rates may be subject to change periodically, for example to cover annual inflationary cost increases.

Grade of Staff	To 30-Sep-24 Restructuring Rate (£/hour)	To 30-Sep-24 Tax Rate (£/hour)	From 1-Oct- 24 Restructuring Rate (£/hour)	From 1-Oct- 24 Tax Rate (£/hour)	From 1-Jul-25 Tax & Restructuring Rate (£/hour)	From 1-Oct- 25 Tax & Restructuring Rate (£/hour)
Senior Managing Director	1,145	1,250	1,200	1,315	1,250	1,375
Managing Director	985	1,000	1,035	1,050	1,050	1,155
Senior Director	915	900	960	945	965	1,060
Director	815	685 – 795	855	720 – 835	880	970
Senior Consultant	725	480	760	505	760	835
Consultant	620	410	650	430	600	660
Associate (experienced)	420	-	440	-	-	-
Associate	290	275	305	290	440	485
Secretarial	225	195	235	205	235	235

# Appendix C: Joint Administrators' Remuneration and Expenses

## An overview of the types of expenses incurred.

### Definition of expenses

- Expenses are any payments from the estate which are neither office-holders' remuneration nor a distribution to a creditor or a member. Expenses also include disbursements. Disbursements are payments which are first met by the office-holder and then reimbursed to the office-holder from the estate.
- Expenses are divided into those that do not need approval before they are charged to the estate (category 1) and those that do (category 2):
  - Category 1 expenses: These are payments to persons providing the service to which the expense relates who are not an associate of the office-holder. Category 1 expenses can be paid without prior approval.
  - Category 2 expenses: These are payments to associates or which have an element of shared costs. Before being paid, category 2 expenses require approval in the same manner as an office-holder's remuneration. Category 2 expenses require approval whether paid directly from the estate or as a disbursement.
- The types of disbursements categorised as Category 1 expenses typically include external supplies of incidental services specifically identifiable to the case such as postage, statutory case advertising, bonding, invoiced travel and external services such as printing, room hire and document storage. Also included would be any properly reimbursed expenses incurred by personnel in connection with the case.
- The types of disbursements categorised as Category 2 expenses typically include mileage, in-house printing and electronic data storage.
- In LHUK (the contractual employer), we incurred employee-related costs that relate to both Administration estates. This work played a key role in the successful managed wind-down and recovery of the BNPL ledger, delivering economic value to both LUK and the Receivers. With approval from the relevant classes of creditors, a portion of these costs was recharged between the Laybuy Group entities.
- A detailed breakdown of these Category 2 disbursements can be found later in this Appendix.

### Professional advisors and subcontractors

- The table on the next page provides details of professional advisors and subcontractors that we have engaged on this project. The use of subcontractors is in relation to work that we could have done (subject to the exceptions detailed below), but that we have outsourced.
- Our choice of professional advisors and subcontractors was based on our perception of their experience and ability to perform this type of work and the complexity and nature of the assignment.
- We also considered that the basis on which they will charge their fees is appropriate in the circumstances. Other than the legal advice and insurance services, the work could have been undertaken by our teams, but we have outsourced it as we consider it to be more cost effective and the providers have relevant specialist experience. We have reviewed the fees they have charged and are satisfied that they are reasonable in the circumstances of this case.
- Details of the expenses incurred in the Period with these third parties (whether paid or not) is set out later in this Appendix. The amounts paid are shown in the Receipts and Payments account at Appendix B.
- Also shown is our current estimate of total expenses and a comparison to our initial estimate (the details given to creditors prior to the determination of the basis of our remuneration).
- We have also utilised the services of other teams within FTI Consulting LLP to assist with the Administration process. The fees of our Tax and Technology teams have been included within the basis of our remuneration. We consider that the rates chargeable for these services are in line with general market practice and that the service is at least comparable to similar firms of professional advisors. In addition, by working closely with our internal teams, we believe a more coordinated and cost-effective approach to the Administration workstreams has been possible

## Appendix C: Joint Administrators' Remuneration and Expenses

The table shows the professional advisors and subcontractors engaged on the Administration. Also shown is our firm's policy for the recovery of disbursements and the amounts incurred in the period.

Payee / firm	Engaged by	Service provided	Reason selected	Basis of fees/costs
CRS	■ LUK	■ Collection of the residual BNPL book debt ledger	■ Regulated incumbent service provider with knowledge of the customer profile and BNPL industry	■ Contingent fees as a percentage of realisations
IPERA	■ LHUK	■ Employee and Pensions claims review, assisting with employee queries and issuing P45's	■ Experienced provider to insolvency practitioners and specialists in employee redundancy claims	■ Agreed fixed fee
PinSENT Masons	■ The Companies	■ Legal advice on the appointments, Administration funding, security review and ad hoc matters	■ Experienced legal advisors with prior knowledge of the Companies due to being incumbent legal counsel on appointment.	■ Time costs and expenses
EPE Reynell Advertising Limited	■ The Companies	■ Gazette Notices	■ Experienced provider to insolvency practitioners	■ Agreed tariff for Gazette notices
Aon UK Limited	■ LHUK	■ Insurance Risk Services	■ Experienced provider of insurance broking services to insolvency practitioners, with an approved facility in place for appointments taken by insolvency practitioners at FTI.	■ Insurance premiums

### Disbursements

Category	Policy	Incurred previously by LUK (£)	Incurred in the Period by LUK (£)	Total incurred by LUK (£)	Incurred previously by LHUK (£)	Incurred in the Period by LHUK (£)	Total incurred by LHUK (£)
2	Recharge of LHUK's Administration costs	50,000	-	50,000	-	-	-
2	Proposed recharge of LHUK's employee-related costs and expenses	31,196	-	31,196	-	-	-
1	Information Commissioner's Office renewal fee	40	-	40	-	-	-
1	All other disbursements reimbursed at cost: ■ Subsistence	59	57	116	-	-	-
		81,295	57	81,352	-	-	-

## Appendix C: Joint Administrators' Remuneration and Expenses

The table below should be read in conjunction with the receipts and payments account which shows expenses incurred during the Period and the total incurred to date.

LUK									
Category (GBP)	Notes	Incurred previously	Incurred in the Period	Total incurred	Estimate future	Estimated total	Expenses estimate <sup>1</sup>	Variance	
Redirection of mail		627.00	-	627.00	-	627.00	627.00	-	
Administrator cost recharges to LUK	1	50,000.00	-	50,000.00	-	50,000.00	50,000.00	-	
Employee cost recharges to LUK	1	30,949.16	-	30,949.16	-	30,949.16	31,196.25	247.09	
CRS BNPL commissions	2	167,380.64	20,017.17	187,397.81	10,000.00	197,397.81	150,000.00	(47,397.81)	
SSA wind down costs	3	131,930.86	-	131,930.86	-	131,930.86	102,346.76	(29,584.10)	
Legal fees	4	16,842.45	-	16,842.45	18,157.55	35,000.00	35,000.00	-	
Legal disbursements		40.00	-	40.00	-	40.00	40.00	-	
Bordereau premium		225.00	-	225.00	-	225.00	225.00	-	
Statutory advertising	5	198.00	-	198.00	198.00	396.00	396.00	-	
Professional Fees	6	-	52.00	52.00	-	52.00	-	(52.00)	
<b>Totals</b>		<b>398,193.11</b>	<b>20,069.17</b>	<b>418,262.28</b>	<b>28,355.55</b>	<b>446,617.83</b>	<b>369,831.01</b>	<b>(76,786.82)</b>	

### Notes

1. Recharges from LHUK as outlined earlier.
2. CRS charge commissions on BNPL recoveries at agreed rates. We have estimated their future costs based on forecasted future recoveries.
3. Costs related to the shared service agreement between the Companies and the Receivers, to cover the IT and employee costs for winding down and decommissioning the Laybuy Platform. No further costs are expected to be incurred.
4. Future legal fees may be incurred in progressing asset recoveries, such as a sale of the residual BNPL ledgers, collection of merchant balances and/or recoveries from EML.
5. LUK is expected to incur further statutory advertising costs when a Notice of Intended Dividend is advertised.
6. Information Commissioner's Office fees were incurred in the Period.

- The total expenses incurred have exceeded the original expenses estimate provided in our previous progress report. This is largely due to the costs incurred by CRS, whom have been successful in realising assets in excess of what was previously expected. The contingent fee basis we agreed with CRS has resulted in higher fees being charged, however, the debt collection they have co-ordinated has resulted in an overall positive outcome for creditors.
- The expenses estimate does not represent a cap on the amount of expenses that can be paid, and approval for payment is only required for those that are Category 2 expenses, as previously defined.

## Appendix C: Joint Administrators' Remuneration and Expenses

The table below should be read in conjunction with the receipts and payments account which shows expenses incurred during the Period and the total incurred to date.

LHUK								
Category (GBP)	Notes	Incurred previously	Incurred in the Period	Total incurred	Estimate future	Estimated total	Expenses estimate <sup>1</sup>	Variance
Wages & salaries	1	36,470.91	-	36,470.91	-	36,470.91	36,470.91	-
PAYE/NIC deductions	1	21,031.38	-	21,031.38	-	21,031.38	21,031.38	-
Employee expenses	1	1,490.23	-	1,490.23	-	1,490.23	2,955.96	1,465.73
Employee cost recharges to the Receivers	1	(29,262.00)	-	(29,262.00)	-	(29,262.00)	(29,262.00)	-
Employee cost recharges to LUK*	1	(31,196.25)	-	(31,196.25)	-	(31,196.25)	(31,196.25)	-
IPERA		2,000.00	-	2,000.00	-	2,000.00	-	(2,000.00)
ICO fees		78.00	-	78.00	-	78.00	-	(78.00)
Legal disbursements		40.00	-	40.00	-	40.00	40.00	-
Bordereau premium		225.00	-	225.00	-	225.00	225.00	-
Insurance premiums		327.60	-	327.60	-	327.60	327.60	-
Redirection of mail		627.00	-	627.00	-	627.00	627.00	-
Statutory advertising	2	198.00	-	198.00	-	198.00	396.00	198.00
Legal fees		20,238.75	-	20,238.75	14,761.25	35,000.00	35,000.00	-
<b>Totals</b>		<b>22,268.62</b>	-	<b>22,268.62</b>	<b>14,761.25</b>	<b>37,029.87</b>	<b>36,615.60</b>	<b>(414.27)</b>

### Notes

1. LHUK's retained employee costs. The final employee was made redundant in August 2024, and no further costs are expected to be incurred.
2. We initially anticipated another advert in the Gazette for LHUK, in relation to a Notice of Intended Dividend, but this is no longer the case as there are insufficient funds to enable a dividend to unsecured creditors.

■ The expenses estimate does not represent a cap on the amount of expenses that can be paid, and approval for payment is only required for those that are Category 2 expenses, as previously defined.

## Appendix C: Joint Administrators' Remuneration and Expenses

**During the Period, we gained approval from creditors to draw remuneration c.£75k in excess of what creditors had previously approved.**

Area of Work	Laybuy (UK) Limited - Fee Estimate Breakdown																
	Initial fee estimate				Incurred to date				Additional Work Required			Total Approved Fee Estimate			Variance Between Initial and Revised Fee Estimates		
	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£		
Controlling our Appointment	910	48	43,767	722	84	60,469	946	16	15,142	920	64	58,909	946	16	15,142		
Asset Realisations	805	126	101,619	771	114	87,652	837	25	20,930	812	151	122,549	837	25	20,930		
Wind-down Process	692	39	27,000	692	39	27,000	-	-	-	692	39	27,000	-	-	-		
Dealing with Creditors	706	84	59,299	553	58	32,216	734	15	11,014	710	99	70,313	734	15	11,014		
Managing the Company's Affairs	722	162	117,064	712	246	175,154	751	15	11,263	725	177	128,327	751	15	11,263		
Fulfilling Our Statutory Duties	548	147	80,781	529	208	109,890	570	30	17,098	553	177	97,879	570	30	17,098		
<b>Administrators' fee estimate</b>	<b>708</b>	<b>607</b>	<b>429,531</b>	<b>658</b>	<b>748</b>	<b>492,381</b>	<b>747</b>	<b>101</b>	<b>75,447</b>	<b>714</b>	<b>707</b>	<b>504,977</b>	<b>747</b>	<b>101</b>	<b>75,447</b>		

### Basis of our Remuneration

- As noted earlier, the Secured Creditors and the preferential creditor have approved the basis of our remuneration (a time costs basis). Prior to that initial determination, we delivered a fees estimate in the sum of £429,531, based on information available to us at that time and an approximation and assumptions on the scope of future work. Since that estimate, it has been necessary to perform a significant amount of work that was not envisaged at the time. Further, we extended the Administration to complete work that remains to be done and will result in us exceeding our initial fees estimate, as previously explained.
- As such, in our prior report, we set out what we believed would be the total time required for completing all the necessary work in the insolvency proceedings, including the subsequent CVL, using the same categories of work. Applying the hourly rates provided earlier, the revised estimate total cost was some £75k higher than the initial fees estimate, at £504,977 per the above table.
- During the Period, we sought and received approval to draw this amount. As such, fees have been set at a new cap of £504,977. We will only draw this amount if such time is incurred. In this case, our remuneration will be discharged from a combination of fixed charge realisations (subject to secured creditor consent), floating charge assets, and the recharged costs from LHUK, in relation to work performed by LUK which has directly benefited the insolvency estate of LHUK.
- At this time, we do not anticipate seeking further approval to draw remuneration in excess of what has been approved.

## Appendix C: Joint Administrators' Remuneration and Expenses

**During the Period, we gained approval from creditors to draw remuneration c.£25k in excess of what creditors have previously approved.**

Area of Work	Laybuy Holdings (UK) Limited - Fee Estimate Breakdown												Variance Between Prior and Revised Fee Estimates				
	Prior fee estimate			Incurred to date			Additional Work Required			Total Approved Fee Estimate							
	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£	Avg £/Hr	Hr	£	Avg £/Hr	Hr
Controlling our Appointment	993	13	12,712	852	40	34,157	-	5	4,225	941	18	16,937	-	5	4,225		
Asset Realisations	575	11	6,153	863	11	9,581	-	7	4,385	585	18	10,538	-	7	4,385		
Wind-down Process	403	4	1,774	403	4	1,774	-	-	-	444	4	1,774	-	-	-		
Dealing with Creditors	391	23	8,884	408	25	10,274	407	13	5,286	394	36	14,170	407	13	5,286		
Managing the Company's Affairs	598	28	16,970	578	88	50,681	622	8	4,975	610	36	21,945	622	8	4,975		
Fulfilling Our Statutory Duties	492	106	52,093	539	156	83,737	512	13	6,652	494	119	58,745	512	13	6,652		
<b>Administrators' fee estimate</b>	<b>3,452</b>	<b>185</b>	<b>98,586</b>	<b>587</b>	<b>324</b>	<b>190,203</b>	<b>555</b>	<b>46</b>	<b>25,523</b>	<b>537</b>	<b>231</b>	<b>124,109</b>	<b>555</b>	<b>46</b>	<b>25,523</b>		

### Basis of our Remuneration

- As noted earlier, the Secured Creditors have approved the basis of our remuneration (a time costs basis). Prior to that initial determination, we delivered a fees estimate in the sum of £98,586, based on information available to us at that time and an approximation and assumptions on the scope of future work. Since that estimate, it has been necessary to perform a material amount of work that was not envisaged at the time. Further, we extended the Administration to complete work that remains to be done and will result in us exceeding our initial fees estimate, as previously explained.
- As such, in our prior report, we set out what we believed would be the total time required for completing all the necessary work in the insolvency proceedings, including any subsequent CVL, using the same categories of work. Applying the hourly rates provided earlier, the revised estimate total cost was some £25k higher than the initial fees estimate, at £124,109 per the above table.
- During the Period, we sought and received approval to draw this amount. As such, fees have been set at a new cap of £124,109. As shown earlier in the Appendix, we have incurred costs over and above this revised fees estimate; however, we will not be seeking further fee approval at this point, and whether we decide to do so is primarily dependent on whether dividends become available for creditors and if the proceedings are protracted as a result.
- Our capped remuneration will be discharged from a combination of fixed charge realisations (subject to secured creditor consent), floating charge assets, and the recharged costs from LUK, in relation to work performed by LHUK which has directly benefited the insolvency estate of LUK.

## Appendix D: Legal Notices

### We have set out below some important notices regarding this report and the appointment of administrators.

#### About this report

- This report has been prepared by the Joint Administrators solely to comply with their statutory duty to report to creditors under the Insolvency (Scotland) (Company Voluntary Arrangements and Administration) Rules 2018 on the progress of the insolvency proceedings.
- It is not suitable to be relied upon by any other person, or for any other purpose, or in any other context.
- This report has not been prepared in contemplation of it being used, and is not suitable to be used, to inform any investment decision in relation to the debt of or any financial interest in the Company or Companies subject to these insolvency proceedings.
- Any person that chooses to rely on this report for any purpose or in any context other than under the Rules does so at its own risk. To the fullest extent permitted by law, the Joint Administrators do not assume any responsibility and will not accept any liability in respect of this report to any such person.
- Any estimated outcomes for creditors included in this report are illustrative only and cannot be relied upon as guidance as to the actual outcome for creditors.

#### Provision of Services Regulations

- To comply with the Provision of Services Regulations, some general information about FTI Consulting LLP, including about our complaints policy and Professional Indemnity Insurance, can be found online at: <https://www.fticonsulting.com/uk/creditors-portal>.

#### Information on creditors' rights

- A creditors' guide to administrations can be found on our website below. It includes information to help creditors understand their rights and describes how best these rights can be exercised.  
<https://www.fticonsulting.com/uk/creditors-portal/forms-and-information>
- The website also has a creditors' guide to administrators' fees which is intended to help creditors be aware of their rights under legislation to approve and monitor fees; and explains the basis on which fees are fixed and how creditors can seek information about expenses incurred by the administrator and challenge those they consider to be excessive.
- The above documents on our website are called:
  - Creditors Guide to Administration (Scotland)
  - Guide to Administrators' Fees (Scotland, January 2022)
- Details of the above rights are also set out on the right.

#### Data Protection

- FTI Consulting LLP ("FTI") uses personal information in order to fulfil the legal obligations of its insolvency practitioners under the Insolvency Act and other relevant legislation, and also to fulfil the legitimate interests of keeping creditors and others informed about the insolvency proceedings. You can find more information on how FTI uses your personal information in our Data Privacy statement on our website at <https://www.fticonsulting.com/uk/creditors-portal>.

#### Creditors' Right to Challenge Remuneration and/or Outlays

- Any creditor or creditors of the Company representing in value at least 25 percent of the creditors may apply to the court not later than eight weeks after the end of an accounting period for an order that the administrators' remuneration or outlays be reduced on the grounds that they are, in all the circumstances, excessive (in accordance with Rule 3.100 IR18).

#### Creditors Right to Inspect the Accounts

- As required by Rule 3.96 IR18, the accounts submitted to the Committee for audit and the Committee's determination of our remuneration, are available for inspection by the members of the Company and the creditors. Anyone wishing to do so, should contact us in writing using the details provided earlier.



**Experts with Impact™**