



# Solutions for Practitioners

**Processing, communications  
and meetings**

# Managing Complexity and Risk

**Processing. Communication. Maintenance**

**Today's insolvency matters are complex and require efficient and effective dealings with creditors and stakeholders. To effectively manage the risks and complexities of insolvency, practitioners can utilise the superior processing and communication solutions offered by Link Insolvency Solutions.**

Link Insolvency Solutions has the infrastructure, capacity and expertise to deliver precise and competitive processing solutions for all types of appointments. Link Insolvency Solutions is fully geared to provide first class professional support at short notice, tailored to your business needs.

## Supporting Diverse Project Types

Link Insolvency Solutions has robust processes and systems to effectively support the following diverse project types:

- Large scale and mass creditor base retail engagements
- Administrations
- Receiverships
- Liquidations
- Bankruptcies
- High profile consumer-facing matters

## Comprehensive Services

Our services include:

- Call and email centres
- Mailhouse services
- Electronic document hosting
- Records maintenance
- Proof of debt & proxy form processing
- Meetings, webcasts and vote management
- Distributions/payments and treasury services
- Physical or eStorage of documents

## Industry Leading Technology

Our offering is underpinned by industry leading in-house technology, including a data depository platform, online practitioner system to provide up to date matter reporting, online real time voting reporting, a meeting management system and an insolvency form tracking portal.

## Client Relationship Management

A dedicated client relationship team will be appointed to proactively manage all your project needs and provide a premium service.

## Benefits

The many benefits delivered via the Link Insolvency Solutions offering include:

- Efficient delivery
- Precision processing
- Best practice model
- Highly scalable infrastructure
- Tailored solutions
- Innovative technology
- Competitive costs

## The Next Step

To discuss how Link Insolvency Solutions can make a difference to your organisation please contact us on 02 8280 7100 or email [insolvencysolutions@linkmarketservices.com.au](mailto:insolvencysolutions@linkmarketservices.com.au).

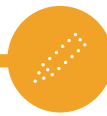
## About Link Insolvency Solutions

In operation since 2009, we are a division of Link Market Services Limited (Link), a trusted data custodian and record keeper. We specialise in diverse administration, communication and meeting services for practitioner firms for all types of appointments.

## About Link Market Services Limited

Link is Australia's premium share registry and a part of the Link Group global network, providing company, employee and investor financial service worldwide. In Australia alone, the Link Group manages over 10 million account records and processes circa 60 billion dollars in payments every year.

**The following case studies illustrate how we have helped deliver significant cost and time savings while reducing the complexities and risk of different insolvency matters.**



## Case Study 1: Call and Email Centre Services

### Background

A well-known Car Dealership Group went into receivership and practitioners were appointed to manage the various companies within the group.

The practitioners were aware of the need to establish a frontline Customer Support team to manage enquiries from customers and manufacturers across the various dealerships that comprised the group. In order to establish the team quickly and also to enable their own practitioners to focus on Car Dealership site activities, the practitioners elected to engage us for the customer contact activity.

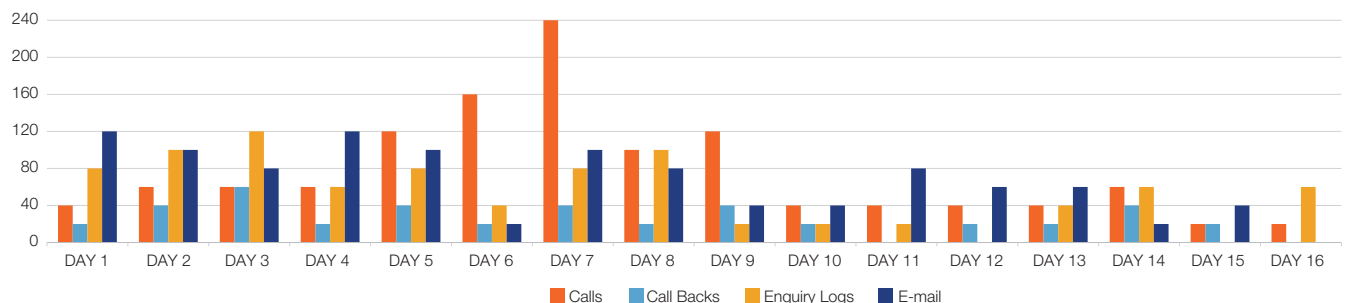
### Solution

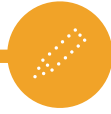
Our contact centre resources were quickly mobilised, and within a short-time period, we:

- established a dedicated and customised contact line and email address;
- designed tailored reporting to meet the practitioners' needs including daily reports to the practitioners noting escalations; and
- trained frontline staff in accordance with disclosure restrictions.

We effectively managed call peaks in the first two weeks when enquiries were highest and then continued to provide professional and timely support for ongoing calls on behalf of the practitioners.

### Interaction chart





## Case Study 2: Distribution Services

### Background

An insolvency firm manages many small receiverships and liquidations annually, with particular matters requiring distribution payments to Creditors.

As part of the conclusion of a matter, the practitioner needed to make a payment to 150 creditors by cheque and Electronic Direct Credit (EDC).

To complete this payment manually would be time-intensive and not a cost effective use of practitioner specialist skills, requiring bank liaison, drawing individual cheques and various sign-off procedures.

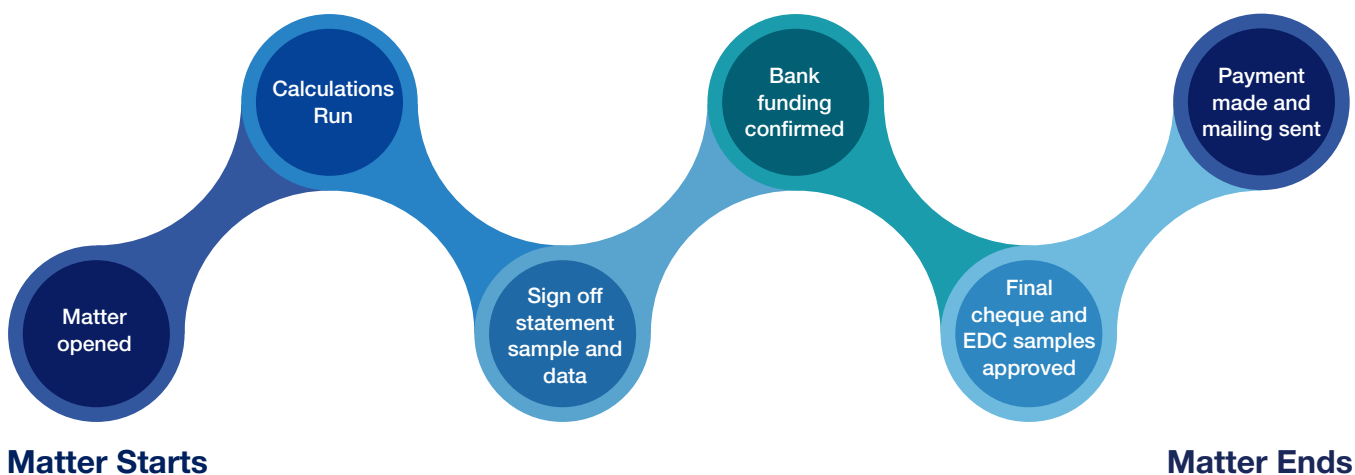
### Solution

Leveraging our payments solution (see chart below), we were able to make the payment. Once the practitioner signed off the assignment letter and a record date was set, our payments team ran calculations, provided practitioner sign-off of mailhouse draft and confirmed funding information.

Live samples were then approved and a final print and audit completed. Statements with cheques and EDC information were automatically sent on payment date to creditors with a bank reconciliation and replacement cheque process also in place.

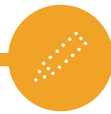
As a result, payment risks and process timing were reduced and a significant cost saving was achieved. The practitioner was able to spend more time on high-level client activities.

Through the provision of service for 'small matters', we have the capacity to manage numerous jobs for small insolvency matters (30+ creditor base). These can also involve call and email services, the mailing, receiving and processing of Proof of Debt (POD) and proxy forms in order to capture and analyse creditor information, the issuance of reports and running creditor meetings.



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## Case Study 3: Creditor Meetings and Form Processing

### Background

A high-profile financial institution selling a sophisticated financial product was put into liquidation.

Due to the legal specifics of the financial product and creditor claims, two major legal firms were appointed to advise the practitioners and specify the method in which the form mailing, receipt and adjudication process was to occur. Further, preparation for the first meeting of creditors was a complex matter and one in which error could not be tolerated.

### Solution

Utilising our state-of-the-art streamlined and automated process flow for form receipt and creditor meeting management, we provided:

- data cleansing post migration;
- contact centre and email services;
- printing and mailing project management;
- production and processing of tailored Proof of Debt, proxy and ad hoc forms;
- comprehensive online voting, form and regulatory reporting services; and
- registration of creditors at the meeting and subsequent reporting on proxy values and registered creditors to the practitioner.

Outsourcing resulted in significant cost and time savings for the practitioners, who were able to focus on high-level creditor, legal and regulatory activities. In addition, online reporting enabled the practitioners to monitor POD forms and adjudicate on 'admitted values' for voting purposes.

### Access to Insolvency Solutions' Form Portal to view Proof of Debt (POD) and proxy forms

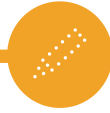
The screenshot shows the 'Form Portal' interface. At the top right, there are links for 'Logout' and 'Contact Us', and a 'Client Code: WFLI'. Below this is a navigation bar with 'Form Portal' and 'Instructions'. A search section contains several input fields: 'Holder Reference Number (HRN) / Unique Identifier', 'Form Type' (a dropdown menu), 'Start Date' (2015/01/01), 'Debted Company / Administration No.', and 'End Date' (2015/03/31). There are 'SEARCH' and 'CLEAR' buttons. Below the search section is a table with columns for 'Form No.', 'Form Type', 'Form Identifier', 'Form Date', 'Form Code', 'Form Name', and 'View Form'. Two rows of data are visible:

| Form No. | Form Type | Form Identifier | Form Date | Form Code           | Form Name                             | View Form            |
|----------|-----------|-----------------|-----------|---------------------|---------------------------------------|----------------------|
| WFLI     | WFLR1     | I40079472648    | WDS-SPRX  | 2015/03/12 09:54:29 | CODE: WFLR1 KEN BARR                  | <a href="#">Form</a> |
| WFLI     | WFLR1     | I40079452965    | WDS-POD   | 2015/03/12 09:54:29 | CODE: WFLR1 THEODORE HOLDINGS LIMITED | <a href="#">Form</a> |

### Up-to-date voting information as forms are received and processed

The screenshot shows the 'WFLI - Wengas Creditors Meeting' dashboard. At the top, it displays 'WENGAS FUND LIMITED (IN LIQUIDATION) (WFLR1)' and the 'votetrak' logo. Below this, there are 'Deadline Date: 09 Nov 20 10:00 AM' and 'Meeting Date: 11 Nov 20 10:00 AM'. There are tabs for 'Dashboard', 'Registered Holder List', and 'Reports', and a 'Download' button. The main content area shows 'Total Issued Capital: 11,951,157' and 'Total Number of Valid Proxies Lodged: 00'. Below this is a table with columns for 'Lodged For', 'Lodged Open', 'Lodged Against', 'Total Votes', and '%C'. The table shows two items for voting:

|   | Lodged For | Lodged Open | Lodged Against | Total Votes | %C     |
|---|------------|-------------|----------------|-------------|--------|
| 1 | 2,771,988  | 1,183,994   | 1,419,985      | 5,375,965   | 44.98% |
|   | 51.56      | 22.82       | 26.41          |             |        |
|   | 2,031,293  | 1,435,725   | 1,250,000      | 4,717,018   | 39.47% |
|   | 10         | 6           | 2              |             |        |
|   | 43.06      | 30.44       | 26.50          |             |        |



## Case Study 4: Treasury and Payment Services

### Background

Receivers were appointed by a trustee to a large debenture securities company due to loan impairment. The company had 20,000+ debenture holders and owed circa \$500 million.

Creditors were dismayed when all interest payments and redemptions were frozen for this high profile company.

The major challenges faced by the receiver was the management of such a large and diverse register (with over 20 debenture types) and the complex payments requirements via both direct credit and cheque.

### Solution

The practitioner firm migrated all creditor data to us for cleansing and storage on our Proprietary data depository platform. Comprehensive creditor records were maintained including creditor information, payment history, notifications, transactions and any other important information. This information was utilised for communications, identifying creditors via the contact centre, and account information changes.

Leveraging our payments solution, we were able to make a number of distribution runs to over 15,000 direct credit and 30,000 cheque recipients. A dedicated Trust bank account was established to manage the \$500 million payment and the distribution advices were mailed to the creditors' registered addresses.

Following the payments, replacement cheques were issued as required and additional direct credit sweeps were made to clean up rejected payments. At the conclusion, a full reconciliation of bank accounts occurred. This approach resulted in significant time and cost savings for the practitioner and the project.

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