



DISCIPLINARY CONSENT ORDER

20 August 2015

PURSUANT TO RULE 5 OF THE IPA INVESTIGATION COMMITTEE RULES

Mark Allen, of Belfast, Northern Ireland, an IPA member and Licensed Insolvency Practitioner.

This Order is made in relation to a complaint from debtors that in the period from November 2010 to June 2015 inclusive Mr Allen, in his role as Supervisor, failed to comply with the Fundamental Principle of Professional Competence and Due Care in that he failed, when he was experiencing case progression issues, to effectively manage systems and communicate with debtors on a number of IVAs, for which he was responsible.

Accordingly, Mr Allen was found liable to disciplinary action under the IPA's Articles of Association.

Mr Allen acknowledged that, at the time, his systems were unable to cope with the volume of cases taken on as a result of the unique impact that the Paymex decision had on the practice and general uncertainty around PPI. This was a contributory factor which led to communication issues and difficulty providing clear and accurate information to debtors. The sanction takes into account the fact that these two issues, which arose around the same time and the confusion created, was a mitigating factor.

The Investigation Committee decided to impose a disciplinary order that Mr Allen be reprimanded, pay a fine of £17,500 and make a contribution towards costs.