

# Frequently Asked Questions – Customers

**ISG Central Services Limited**

**ISG Interior Services Group UK Limited**

**ISG Fit Out Limited**

**ISG Engineering Services Limited**

**ISG UK Retail Limited**

**ISG Retail Limited**

**ISG Construction Limited**

**ISG Jackson Limited**

**(all in Administration) (together “the Companies”)**

## **What has happened to ISG?**

On 20 September 2024, certain UK trading entities of ISG (the Companies listed above) were placed in administration and Timothy Vance, Alan Michael Hudson and Dan Edkins were appointed as Joint Administrators.

The UK operations of the ISG Group have ceased to trade with immediate effect.

No further work will be undertaken on any contracts in the above Companies.

Sites were closed down prior to the appointment of Administrators. With immediate effect, customers should take all necessary steps to arrange security and insurance at relevant premises.

## **I am a customer with works not yet started / completed – will work be restarted?**

No further work will be undertaken on existing UK contracts and the UK operations of the ISG Group have ceased to trade with immediate effect. The Joint Administrators are contacting customers with further information. We appreciate your patience as we contact all customers.

## **What are the intentions regarding any customer sites where ISG were the main contractor at 20 September 2024?**

As noted above, ISG ceased all operations on live projects immediately, including on Construction, Fit Out, Retail and Engineering contracts.

In this regard, the Joint Administrators do not assume any responsibility for the ongoing operation of any sites associated with a live project prior to 20 September 2024. For the avoidance of doubt, this includes any insurance or security at any respective site.

All ISG staff and contractors have been instructed not to attend any project site.

We note that many sites had contractors working on them. We understand a number of contractors will have left equipment and / or materials on sites, which they will request to retrieve.

Any such retrieval of equipment and / or materials will not be a matter for the Joint Administrators and should be arranged directly between customers and any applicable contractor.

### **I am a customer with an issue on a completed / part completed contract – who should I contact?**

Any amounts due relating to defects or claims in respect of completed / part completed works will be treated as an unsecured claim in the respective administrations.

The Joint Administrators will shortly be writing directly to all known unsecured creditors with information on making a claim for debts due.

At present, it is not anticipated that there will be any funds available for a distribution to unsecured creditors.

### **What will happen if I owe an ISG company money?**

Any amounts outstanding to any ISG company on 20 September 2024 will still remain due.

For any amounts outstanding, please continue to make payment to the account details you will normally use unless you are subsequently requested to use an alternative account by the Joint Administrators.

The Joint Administrator will be proactively seeking to recover any outstanding amounts due to any ISG company at the Date of Appointment.

Should you wish to contact the Joint Administrators to discuss any amounts due, please contact us at [ISGAdministrations@uk.ey.com](mailto:ISGAdministrations@uk.ey.com) from Monday 23 September 2024.

### **My question is not answered above, who should I contact regarding my query?**

If you are a customer and have a query that is not answered above, please contact [ISGAdministrations@uk.ey.com](mailto:ISGAdministrations@uk.ey.com) from Monday 23 September 2024.

### **Disclaimer**

The affairs, business and property of the Companies are being managed by the Joint Administrators, Timothy Vance, Alan Michael Hudson and Dan Edkins, who act as agents of the Companies only and without personal liability.

Timothy Vance is licensed in the United Kingdom to act as an insolvency practitioner by The Institute of Chartered Accountants of Scotland. Alan Michael Hudson and Dan Edkins are licensed in the United Kingdom to act as insolvency practitioners by The Insolvency Practitioners Association. As insolvency practitioners, they are bound by the Insolvency Code of Ethics in carrying out all professional work relating to the appointment.

The Joint Administrators may act as data controllers of personal data as defined by the UK General Data Protection Regulation (as incorporated in the Data Protection Act 2018), depending upon the specific processing activities undertaken. Ernst & Young LLP and/or the Companies may act as a data processor on the instructions of the Joint Administrators. Personal data will be kept secure and processed only for matters relating to the Joint Administrators' appointment. The Office Holder Data Privacy Notice can be found at [www.ey.com/uk/officeholderprivacy](http://www.ey.com/uk/officeholderprivacy)