

Subject: Re: CONFIDENTIAL SUMMARY > RANSQUAWK PRIORITY MATTERS (Incl Banking, Future Plans, ANZ & QDOS)

From: Adam Linton <adam.linton@aragonfinancial.co.uk>

Date: 16/08/2019, 13:26

To: "Jason Earl, JET" <jason.earl@thejetgroup.co.uk>

CC: Cynthia Busfield <cecb@cecb.uk>, "adam.linton@ransquawk.com" <adam.linton@ransquawk.com>, Jason Earl <jason.earl@ransquawk.com>, "Aubrey Hayward" <aubrey.hayward@ransquawk.com>, Aubrey Hayward <aubrey@quaestusfinancial.com>, Alec Baughan <alec.baughan@ransquawk.com>, "alec.baughan@triscar.com" <alec.baughan@triscar.com>, "yogesh.chandarana@ransquawk.com" <yogesh.chandarana@ransquawk.com>, "Ivaylo Dimitrov" <id@g-cv.com>, I Dimitrov <ivaylo@g-cv.com>, "ivo101329@gmail.com" <ivo101329@gmail.com>, RPA Williams <rpawilliams@g-cv.com>, "phillip.r.a.williams@gmail.com" <phillip.r.a.williams@gmail.com>, "rrones@thorntonrones.co.uk" <rrones@thorntonrones.co.uk>, Albie Turner <albie@versaaccountants.co.uk>, "nel@versaaccountants.co.uk" <nel@versaaccountants.co.uk>, David Bailey <David.Bailey@healys.com>, "Adam Voce" <adam@g-cv.com>, George Eaton-Busfield <george@g-cv.com>, "fieldhouse@ntlworld.com" <fieldhouse@ntlworld.com>

George,

The fact that you expect anyone in this thread to believe your elderly mother sent this at 3 am this morning is insane. The ridiculous length of the email and awful use of the English language in a failed attempt to sound intellectual, are an embarrassing hallmark of your typical correspondence.

A personal highlight of mine was while pretending to be your Mother, you condoned and lamented the treatment of your son aka yourself!

If this is indeed your Mothers correspondance, I would appreciate the opportunity to have a Skype call with her or meet in person to discuss and confirm (assuming you don't simply turn up yourself wearing a skirt and makeup).

On a more serious note, given my obligations to the desk, I do not have time to dissect your correspondence and attempt to infer your responses.

Going forwards could I request that you try to answer as directly and succinctly as possible?

After spending considerable time reviewing your emails, it appears that despite the significant word count, you have been unable to address my concerns.

1. There are no assurances that you can fulfil the August payroll for all staff (including myself). Again, please provide a personal guarantee that you/the relevant directors will unequivocally make everyone's salary payment on or by the 31st of August.
2. Today is our last day banking with Metro Bank, please could you relay the new bank details? If history repeats this coming Monday morning, we will be inundated with client communications regarding failed transfers, and we need to be able to handle this as professionally as possible, despite how embarrassingly unprofessional it all is. For this reason alone, I should be aware of any payment issues as clients send instant messages directly to the desk (including asking about payment issues), and the junior staff who respond to these messages, look to me for answers.

On several occasions, you mention Mr Hayward in your email. You should be aware that Mr Hayward has made considerable and unrelenting efforts to manage the situation as smoothly as possible. Including following the revised corporate structure, liaising with Mr Voce who is usually 150 miles away, to obtain approval on matters that he cannot comprehend due to his unfamiliarity with our niche business model, coupled with his newness to the banking industry, an area that I gather he possesses no prior education or experience. Further hindered by the "on the job approach" you have applied to his training and development. As communicated directly to Mr Voce by all senior employees, the only reason there has not been an exodus of staff is due to Mr Hayward's work in holding this business together.

Finally, I find it incredibly disrespectful that yesterday Mr Voce (and guest) made an unannounced visit to the office, yet did not have the courtesy to arrange his attendance in conjunction with meeting myself. Considering I have been chasing Mr Voce in regards to our previous meeting and on matters related to myself, my team and the business, I would have thought he would make it a priority to ensure he met with me. I would appreciate being notified in advance of his next visit so I can make myself available for a follow-up discussion.

I look forward to receiving the answers I am requesting.

Many thanks,

Adam

On 16 Aug 2019, at 12:38, Jason Earl, JET <jason.earl@thejetgroup.co.uk> wrote:

WITHOUT PREJUDICE

Oh dear

On 16/08/2019 03:13, Cynthia Busfield wrote:

Dear Mr Earl, Mr Linton, and All,

STRICTLY CONFIDENTIAL

CONTENT OF THIS CORRESPONDENCE FOR ADDRESSED PARTIES ONLY AND NOT TO BE SHARED AND/OR DISSEMINATED TO ANY OTHER PARTY.

ALL RIGHTS TO CONTENT HEREIN RESERVED ABSOLUTELY SAVE AS ARE REQUESTED AND TO BE WILLINGLY PROVIDED TO ANY AND ALL LEGAL ENTITIES AS ARE APPROPRIATE AND LAWFULLY ENTITLED ABSOLUTELY AND / OR IN THE INTERESTS OF THE COMPANY.

Further to my preceding email on RANSquawk 'priority' matters (as included below), and considering related correspondence in the last 24 hours with Mr Linton and others via email (hereby attached as "RE Salary and Company Matters STRICTLY CONFIDENTIAL - Mr Linton Concerns.msg"), and also Mr Earl's email reply as of 00:20 on the 14th August 2019 (again as is below), I hereby now respond respectively as discussed with further relevant updates and address on "RANSQUAWK PRIORITY MATTERS."

I note that there have been even further material communications on such matters as may be deemed 'priority' matters for RANSquawk to address at this time but given my commitment to respond to Mr Linton and others with this correspondence by 9am today and that this additional correspondences have only just been received and require due time and consideration they have been excluded from this response but will be addressed asap in due course.

Introduction (Important)

- i. I 'half-apologise' in advance for this lengthy email, however it has been requested by relevant parties accordingly such that it covers the numerous important topics and also such as I and others perceive should resultantly actually forthwith expedite the address and resolution of many longstanding and key critical issues as I understand to be currently facing the relevant RANSquawk business(es) and associated parties at this time, and the ability and probability to tangible secure positive forward progress in the near future.
- ii. Please note, that considering recent correspondences current circumstances, the history regarding the matters and entities hereby addressed, and as best I can perceive at this date (given time to review), and noting the apparent recent efforts to enhance transparency, I share that in compiling this email I have had (or been made aware of) 'relevant' correspondences and taken input on the matters I try to address, via email or telephone calls or in person, from Aubrey Hayward, Alec Baughan, Adam Linton, Jason Earl, chandrakantpatel51@outlook.com, George Busfield, Adam Voce, and other professional and legal parties as deemed appropriate.
- iii. Furthermore, in your reading and digest of this correspondence, noting some content below (or as may follow relatedly) may be somewhat (but rightfully) confrontational to some parties, I request all critically bear in mind that the fundamental predominant aspiration(s) sought in all instances is ultimately to try and enable the realisation of positive, agreeable and equitable solutions asap. (Albeit I envisage in a number of instances it may not be / will not be within my ability or entitlement to influence or control regardless).
- iv. Nonetheless, please also acknowledge that I intend to imminently forthwith further respond respectively to such individuals, and their correspondence(s), as have recently and historically raised and or undertaken material actions related to the priority topics and issues addressed herein, as is to include Mr J Earl and the recent email(s) from chandrakantpatel51@outlook.com, and again with the hope, intent and aspiration to try and enable the same such said realisation of positive, agreeable and equitable solutions as are relevant, and of course in the interests of the business(es) absolutely. (Albeit again I envisage in a number of instances it may not be / will not be within my ability or entitlement to influence or control regardless).

Notwithstanding the above, I now accordingly respond further and with additional detail on "RANSquawk Priority Matters" as follows:

Professional Courtesy - Mr Earl

1. Firstly, Mr Earl, I find your email below highly unprofessional and offensive. It's tone is clearly patronising and sarcastic and your address to myself as "dear" is obviously inappropriate and disrespectful. I am also aware you have repeatedly communicated in a similar disgraceful and ungentle manner with many others on a multitude of occasions historically. Please kindly show me (and all) the same respect as I try to show yourself and others by addressing me in future as either Mrs Busfield, Cynthia, or Cindy, and immediately refrain from corresponding in such a sarcastic and discourteous manner - either to myself or any parties associated with the business(es) or entities addressed herein (directly or otherwise). This churlish and impertinent behaviour must stop now please.

Whilst I am sure you understand it is not only impolite, it is also harmful to the business(es) and current efforts (by myself & others) conversely focused on actually trying to proactively and pragmatically address / resolve key matters at hand - hopefully such as will empower the business(es) and relevant parties, minimise the time and resource(s) absorbed by negative, non-value adding activities / conflict(s), and enable all to move forward positively and progressively, and maximise the value that can be realised. Indeed, is this not only a fiduciary duty, but also likely to benefit many- including yourself?

Accordingly, Mr Earl, I ask for (and would be grateful of) your professional assistance (not resistance) to the current efforts being undertaken now and forthwith to try and resolve 'priority' issues (addressed herein or elsewhere) - and as I envisage there will be further correspondence upon imminently.

Strategic Priority Matters and Updates in Focus

2. Notwithstanding the above, with regards to relevant priority and general issues addressed in my prior email (*included below*) or elsewhere, I update that since my said email there have been developments and I have been made aware of additional circumstances of relevance. For instance, I was unaware Mr Baughan was on vacation for two weeks (*a key party to the ANZ matter I understand*) and (*as you may be aware or have been copied*) I have also recently received an email from chandrakantpatel51@outlook.com which raised a number of other points and queries as were thereby inferred to be further 'priority' matters as to be addressed by the business(es) at this time.
- Upon an initial review of this email from chandrakantpatel51@outlook.com it seems that in itself, and in its content, there are a significant number of inaccuracies, untruths, falsehoods, inaccurate assumptions, inferred threats and unlawful undertakings inherent; however, I reserve judgment or opinion on this email for now, pending relevant advice and the opportunity and time to review in more detail myself. Nonetheless, but correspondingly, I will forthwith still review and consider all the matters raised in the email, so as to ensure I act with prudence and do my utmost to act in the best interests of all the relevant business(es) and entities absolutely, and in all instances to the best of my ability.
3. Nothing these recent developments, and that it is increasingly seeming apparent there may likely/perhaps be 'a set' of consistent underlying factors and miscommunications 'cross-impacting' many of the priority issues now facing the business(es), I reiterate (*as stated above*) that ultimately it is my genuine aspiration and intent to try and respond informatively, pragmatically and substantively asap on as many of these relevant business(es)' current 'priority' matters as I am realistically able (*such as I am aware of at least*) so as to try and fundamentally significantly enhance and enable the business(es) and relevant parties to be able to imminently address and resolve key matters of dispute/conflict/disalignment, focus on directing energies and efforts to value-adding and future-looking activities, and move forward positively, progressively and proactively as soon as possible in order to benefit
4. Accordingly, I am trying to assimilate the points (as I can best understand) that likely now need addressing as a 'priority' at this juncture. Respectively, I would be appreciate if you could all each individually, (as you are hereby addressed), kindly revert to this email asap with any supplementary points, views, opinions or facts that you deem should perhaps also be considered in the address of such 'priority matters' as are currently facing the business, (as are additional to those I have captured and indicated below), again - so as to try and optimise my own understanding (*at this time and in the time as is appropriate and available*). Please only reply with any additional input to that as I believe has already been captured per the summary below, and if you have no further input please reply to state such ideally or do not reply at all - only correspondence and material received this week, i.e. by 6pm this Friday the 16th Aug 2019 will be incorporated in the subsequent response(s).
5. With regards to the above and prior point please note and assume that I am already aware of / will capture and seek to address the matters raised below and as have been highlighted in the following correspondences (i.e. please do NOT re-raise / highlight as it is evident that I already have a very large amount of material to review and address and try to respond to in a very short period of time) - I do note however that as stated above / believed there seem to be likely a 'set of core repeated issues'.
- Email correspondence(s) as sent by Mr Linton (as Mr Voce has highlighted to me) re Prior Meeting with Mr Voce in London and otherwise and the key priority raised matters therein.
 - Email correspondence from Mr Hayward to myself at Length recently and the key priority raised matters therein.
 - Multiple Email correspondence(s) from chandrakantpatel51@outlook.com specifically the most recent and the queries therein and the key priority raised matters therein.
 - Multiple Email and Letter correspondences from Mr Earl and the key priority raised matters therein.
 - Numerous Matters as have been identified by myself, legal advisors, the accountants, auditors, and others including Mr Voce.
 - Responses and Proposed options and solutions where possible to all matters identified such as to enable resolution asap respectively

AND specific points raised in isolation as follows:

- HMRC matters and taxes / penalties..
- ANZ
- QDOS
- Other?

Given the extent of the workload and matters implicated below and such as you as addressed may further ad to, and the late hour at this point such as is resultant of my efforts to try and respond as promised earlier today, notwithstanding that I am a Non-Executive Director in any case, I will almost definitely NOT be available tomorrow, but I will seek to try and assimilate and compile pragmatic, realistic, factually based responses for the beginning of next week, and ideally such as will include informative updates and communications and also importantly realistic options and proposals for consideration so as to enable resolution to as many matters at hand **ASAP**.

I trust this is satisfactory and a comprehensive response, and regardless it is clearly indicative of what I and indeed any one individual can realistically attempt to achieve in good faith and best endeavours.

And noting the important reassurances as I provided earlier today, I envisage similar material progress and resolution(s) will be attainable next week also.

Please provide any further points as you feel are imperative to be addressed as requested above.

Otherwise enjoy your weekends and I will revert as indicated above.

Please note that aside the above there may be administrative / perhaps related correspondence(s) forthcoming in parallel to this correspondence "chain" for audit purposes and otherwise.

Regards
Cindy.

From: Jason Earl, JET group <jason.earl@thejetgroup.co.uk>
Sent: 14 August 2019 00:20
To: Cynthia Busfield <cecb@cecb.uk>; Adam Voce <adam@g-cv.com>; Aubrey Hayward <aubrey.hayward@ransquawk.com>; Ryan Meli <ryan@versaaccountants.co.uk>; george@g-cv.com; I Dimitrov <ivaylo@g-cv.com>; RPA Williams <rpaWilliams@g-cv.com>; Albie Turner FCCA <albie@versaaccountants.co.uk>; Adam Linton <adam.linton@ransquawk.com>
Subject: Re: RANSquawk Current Priority Issues ANZ / QDOS

Add this to your bed time reading dear. Don't let it keep you up all night.

If you can get these raised and sorted **even better** because I'm getting bored of people ignoring them.

Wouldn't mind if you'd reply to my previous email.

Really looking forward to the general memo. I've even gone to the effort of buying a picture frame so I can stick it on the mantelpiece. Rest assured it's A5 because George has this peaky habit of folding A4 sheets in half.

kthxbai,
J

On 12/08/2019 08:34, Cynthia Busfield wrote:
From: Cynthia Busfield <cecb@cecb.uk>
Sent: 12 August 2019 00:34
To: Adam Voce <adam@g-cv.com>; Jason Earl, JET <jason.earl@thejetgroup.co.uk>; Aubrey Hayward <aubrey.hayward@ransquawk.com>; Ryan Meli <ryan@versaaccountants.co.uk>; george@g-cv.com; I Dimitrov <ivaylo@g-cv.com>; RPA Williams <rpaWilliams@g-cv.com>; Albie Turner FCCA <albie@versaaccountants.co.uk>; Adam Linton <adam.linton@ransquawk.com>; Aubrey Hayward <aubrey.hayward@ransquawk.com>
Cc: george@g-cv.com; Cynthia Busfield <cecb@cecb.uk>
Subject: RANSquawk Current Priority Issues ANZ / QDOS
Importance: High

Dear All,

Following brief discussions with Adam Voce this morning, and with George over the weekend, it has been highlighted that there are some priority issues as it seems need to be addressed and that seem to be causing some discourse at RANSquawk.

I understand that these are:

- Finances and Terms with 'ANZ' (a client)
- Payment of QDOS Tax Insurance(s).
- Other?

I have not had chance to read or review the emails relevant to these matters, and as you know I have only recently been appointed as a director so am getting up to speed on many matters.

I will review the emails on these issues, and please advise if there are any further urgent issues that need to be addressed, and I will respond with direction within 48 hours as best I can.
In the meantime do not take any actions in regards to these issues.

I also share that George has also mentioned he has some recollection that Tax Insurances have been paid already in the last 6 months and is concerned there is a duplication. He will try and review past emails and come back to me.

In addition to the urgent matters I hope to also soon share a general memo to the appropriate management and individuals with regards to my recent Director appointment and to try and provide transparency on my input, role, and intended interaction with George and Adam and yourselves Aubrey etc.

If you have any input on any of the points identified above then please email me back directly on this email

Or if urgent call me on 07771 356169.

Cindy