

Subject: RE: NEW AUTHORISATION & PAYMENT PROTOCOLS FOR COSTS (+ AH "Monese Card" +Queries +Direct Debits/Standing Orders & Establishing at Santander "New Banking Facilities") & ALSO TO CLARIFY SUPPLIER ACs & COSTS

Date: Tue, 10 Sep 2019 10:45:04 +0000

From: Cynthia Busfield <cecb@cecb.uk>

To: Aubrey Hayward <aubrey.hayward@ransquawk.com>

CC: Cynthia Busfield <cecb@cecb.uk>, Albie Turner <albie@versaaccountants.co.uk>, David Bailey <David.Bailey@healys.com>, rrones@thorntonrones.co.uk <rrones@thorntonrones.co.uk>, Ivaylo Dimitrov <id@g-cv.com>, ivo101329@gmail.com <ivo101329@gmail.com>, Jason, The JET Group <jason.earl@thejetgroup.co.uk>, Alec Baughan <alec.baughan@ransquawk.com>, Adam Linton <adam.linton@ransquawk.com>, george@g-cv.com <george@g-cv.com>, Adam Voce <adam@g-cv.com>, phillip.r.a.williams@gmail.com <phillip.r.a.williams@gmail.com>

Dear Aubrey,
(All – for information)

Firstly, please be advised that I will try and further summarise the key points herein re company matters and also regarding personal correspondence with yourself if time allows me.

Essentially, the details and content below concern the need and actions required to address the business(es) supplier Accounts and financial Management, and also some personal matters to discuss privately with yourself.

Thank you for your response and discussions with Adam Voce prior to your departure for your vacation as you have provided in your email below.

I now attempt to summarise the situation regarding these matters below – as is to my best understanding at this time, and also to address your prior email you referred to (as you have provided, and I have attached for continuity and ease of reference accordingly).

For transparency I confirm that discussions, consultations and input from George, Adam (Voce), Phil Williams, Ivaylo Dimitrov, Mr Albie Turner and Mr Bailey have been provided and should be assumed to be inherent in this response to yourself and hopefully such as enables and assists respectively.

Please note that this email response is to share with you as above but only for your consideration / address upon return from vacation of course. Please do not address, or feel any need to address prior to then. But look forward to addressing and progressing matters positively on your return.

If there are any further or additional updates or change(s) or occurrences such as affect these matters I will try and update this email chain accordingly and or update you informatively via email or verbal conversation upon your return as appropriate.

In the meantime I provide this summary update and response to the relevant matters at hand below, following firstly an address to the email as you previously referred to re-provided (such as is now attached) and as follows:

SUMMARY RESPONSE TO YOUR REFERENCED EMAIL AS ATTACHED RE CURRENT COMPANY MATTERS TO ADDRESS:

1. Given your response(s) in the attached email as you have provided, I think that it is more appropriate to address a number of these matters with you personally via separate correspondence – via email as appropriate but also as I would advocate is supported by verbal / telephone / face to face discussions. I do not believe the points you raise are appropriate to be discussed in a wide open forum – particularly given your seniority – and at least in the first instance. Indeed I believe that the current and recent “open forum” discussions across the business(es) and far too many parties has been seemingly one of the fundamental harmful and negatively impacting activities at these respective companies / businesses.
2. Noting my view(s) above – I would be grateful if you could get in touch directly upon your return from vacation so we can discuss and see if we share views / perspectives similarly. **If I am able to find time in**

advance I will send a separate email to this accordingly.

3. However, for your consideration, and as to discuss accordingly, I would briefly share the following points for consideration in response to some key points you have raised in your afore mentioned email – but as said – pending such further correspondence(s) and discussions between us upon your return, as follows:
- i. I personally feel that matters concerning Senior Management / CxO level / Director matters seem to have been far too widely dispersed and shared across parties that need not be involved and or party to such matters as I feel that it seems evident that this culture has actually caused far more harm than good over the last couple of years or more – and I would appreciate the chance to discuss this with you on your return.
 - ii. Your undermining of Mr Dimitrov and other directors (e.g. Mr Williams), such as I am afraid only demonstrates similar such statements by others and such as is disrespectful, I wish to discuss also upon your return and with respect I feel is not best to comment on further here as there are legal ramifications to be considered respectively.
 - iii. Regarding your role as CEO – or as you state “COO” – again I would welcome the chance to discuss this upon your return as I have seen numerous documents during the current audit and governance investigations processes whereby you have definitively confirmed your role as “CEO”. Hence, again I think best to discuss this privately upon your return and so as to try and clarify any misunderstanding(s) and also define with clarity role(s) and responsibilities going forward.
 - iv. Regarding your other statements in the attached email, referring to CEO roles and my son's input and such forth – again I suggest we reserve further address and correspondence upon your return.
4. REGARDLESS OF STATEMENTS ABOVE, I DO HOWEVER, IN CONSIDERING YOUR RESPONSE AND EMAIL AS ATTACHED, ALSO WISH TO ACTUALLY MAKE A SPECIFIC APOLOGY ON ONE FRONT AS I THINK IS RESPECTFUL AS FOLLOWS:
- i. I believe that you are right to highlight the fact that any commentary on your remuneration should not have been mentioned or addressed in any open / wide correspondence – for the same reasons as I infer above. Although no specifics were mentioned I apologise because I think best professional courtesy warrants such.
 - ii. Hence, Aubrey, please accept my apology for doing so. I concur in hindsight it was not representative of the professional standards I aspire to, and I apologise here accordingly.

SUMMARY RESPONSE TO EMAIL(S) BELOW – “RE: NEW AUTHORISATION & PAYMENT PROTOCOLS FOR COSTS (+ AH "Monese Card" +Queries +Direct Debits/Standing Orders & Establishing at Santander "New Banking Facilities")

- 1. Aubrey - you have advised that you have provided some details re business costs as are / have been paid by your “monese” card - so as you believe will enable them to be ‘setup’ at Santander in the short term and can expand upon on your return from vacation.
- 2. Aubrey - you have advised that you will provide “all supplier accounts information, passwords, documentation, correspondence and invoices for the business absolutely” on your return from vacation and whereas you state that most of this information “is only available to myself” – i.e. yourself Aubrey.
- 3. Aubrey – you have advised that you will list all “monese” costs and payments and that Direct Debits and Standing Orders can be clarified from the bank. As an update I believe that the Standing Orders and Direct Debits can be duly separately captured and have asked Adam Voce in partnership with VERSA (accountants) to address and sort asap.
- 4. Adam Voce / VERSA – to action / resolve and implement Standing Orders and Direct Debits asap as per prior point.
- 5. Aubrey – you advised you will provide a reconciliation of your Monese payments and identify any funds owed to you respectively upon your return from vacation.
- 6. All – whilst A Hayward notes that his “monese” card is a private card and such of course he is entitled to retain for his own personal use, it is to be noted and implemented that no business costs are to be incurred on this card going forward and that all business costs are to be paid by the business and via the use of the business banking facilities and cards at Santander or otherwise as authorised and approved going forward.
- 7. Other responses requested = as provided by Aubrey in reply and to be completed in due course – prior to or upon Aubrey's return as possible in each instance.
- 8. “MONESE” Costs identified by Aubrey listed as per Aubrey's email as below:

SIPGATE = OFFICE VOIP PHONES - AUTOMATIC TOP UP WHEN LOW - LAST WAS £85 (1/9) - £20 (14/8).

MSFT = MICROSOFT OFFICE ACCESS FOR ALL EMPLOYEES - UNCERTAIN OF TENURE £399 (CHECK WITH J EARL) - (28/8)

UK SERVERS = SEEMS TO BE RANDOM UPON USAGE - £84.25 (27/8) and £193.20 (27/8) - THIS CAN BE RAISED BY WHOMEVER (as assume thats no longer me) WHEN INVOICES ARRIVE.

SOHO66 = £3.59 (23/8) - I THINK THIS IS SOMETHING TO DO WITH OFFICE PHONES (CHECK WITH J EARL)

TYPEFRAG = THINK THIS IS US SERVERS FOR EACH CHANNEL £39.65/£71.37 /£75.80/£55.51/£79.30 (19/8) THINK THESE ARE ALL FOR 3 MONTHS IN ADVANCE. CAN CHECK ON RETURN AND/OR ASK J EARL

IPC NETWORKS = £42.00 (LLOYDS LINE) - INVOICED MONTHLY (19/8).

DJ BARRONS = £19.86 (ON LINE US PAPER SUBSCRIPTION FOR DESK) - CHECK WITH ADAM LINTON.

SETANTA TRANSMISSIONS = ECB MEETING BROADCAST £1229.57 (IN EUROS) 12/8 - INVOICED FROM IRELAND TO J EARL and A HAYWARD AFTER EACH MEETING. ANOTHER ONE IMMINENT.

DJ WALL ST JOURNAL = DESK SUBSCRIPTION £26.44 16/7 - CHECK WITH ADAM LINTON.

ALL ELSE = IS ONE OF IT EQUIPMENT FOR OFFICE, CLIENT DRINKS AND MEETINGS, STAFF MONTHLY LUNCHES and ANY ONE OFF STAFF SOCIAL or DRINKS. CAN ELABORATE UPON RETURN.

SUPPLIERS = as ICE, Reuters, InFront invoice directly and were historically raised by myself

Look forward to catching up further on your return.

Regards

Cindy

From: Aubrey Hayward <aubrey.hayward@ransquawk.com>

Sent: 03 September 2019 11:48

To: Cynthia Busfield <cecb@cecb.uk>

Cc: Adam Voce <adam@g-cv.com>; phillip.r.a.williams@gmail.com; George Eaton-Busfield <george@g-cv.com>; Albie Turner <albie@versaaccountants.co.uk>; David Bailey <David.Bailey@healys.com>; rrones@thorntonrones.co.uk; Ivaylo Dimitrov <id@g-cv.com>; ivo101329@gmail.com; Jason, The JET Group <jason.earl@thejetgroup.co.uk>; Alec Baughan <alec.baughan@ransquawk.com>; Adam Linton <adam.linton@ransquawk.com>

Subject: Re: NEW AUTHORISATION & PAYMENT PROTOCOLS FOR COSTS (+ AH "Monese Card" +Queries +Direct Debits/Standing Orders & Establishing at Santander "New Banking Facilities")

Hi

I spoke with Adam last night and agreed I would supply Monese 'costs' details so they can be transferred to Santander to be set up in the short term and can expand upon other requests in this email on my return.

I have where possible given a brief answer. All of these payments/invoices/subscriptions however were picked up after Jason Earl cancelled his card so some details are sparse and many payments irregular and not always transparent. Answers in red capitals for clarity:

AUBREY – please kindly provide all supplier accounts information, passwords, documentation, correspondence and invoices for the business absolutely asap today. Thank you. **WILL DETAIL ALL THIS ON MY RETURN. CANNOT DO INSIDE 24 HOURS AND MOST OF THIS INFORMATION IS ONLY AVAILABLE TO MYSELF.**

AUBREY – please kindly advise and indicate which of these supplier accounts and services were paid / being paid on either your Monese Card, by Standing Order or Direct Debit at the bank or via any other format of payment to provide me with as much detail as possible. **BANKING YOU CAN CHECK FOR YOURSELF ON METROBANK AND TRANSFER TO SANTANDER - I WILL LATER IN THIS EMAIL LIST ALL OF THE MONESE PAYMENTS (A).**

AUBREY – please also provide a summary of what costs you have incurred / now have outstanding re: your Monese card such as can be reconciled to the £3000 you received last month and any offset further costs you have incurred –so the company can reimburse you for any liability and / or costs you have incurred to date. **AS ABOVE AND WILL COLLATE STATEMENTS ETC ON MY RETURN.**

ASSOCIATED QUERIES REQUIRING RESPONSE ASAP PLEASE – As Follows:

AUBREY – please kindly provide a detailed response to the queries as have been identified in relevance to the above and similar matters - asap today thanks:

1 What are all the current Business Supplier Services and associated costs - pcm equivalents? **AS ABOVE**

2 What are all the current Business Supplier 3Services Account Details & Passwords? (Provide to myself in reply to this email Confidentially please). **AS ABOVE**

3 Which of these supplier services and costs are or were paid by Direct Debit, Standing Order or on A Hayward's Monese Card - (please identify respectively)? **AS ABOVE**

4 What costs / Supplier Accounts are currently / have been paid by A Hayward's 'Monese Card'? (This should correlate to above question also). **AS ABOVE**

5 Please provide a financial reconciliation on Mr Hayward's Monese Card such as to identify what he is to be reimbursed assuming card to now be cancelled and that Bank shows £3000 transfer in August for Monese Card? **UPON RETURN / ITS A PRIVATE CARD SO ANY CANCELLATION WILL BE MY DECISION**

6 What are the current Reuters costs and what proportion is for the Eikon Service and for the Reuters Calendar? (note a payment in August of -£11404.80 - assume this is Reuters for what period and what is the breakdown?) **THIS IS QUARTERLY AND WE ARE PAID UP UNTIL THE END OF SEPTEMBER - WILL SPLIT COSTINGS AS REQUESTED ON RETURN.**

7 What is "Type Frag" and what are the costs and where are they currently paid from? the current Reuters costs and what proportion is for the Eikon Service and for the Reuters Calendar? (note a payment in August of -£11404.80 - assume this is Reuters for what period and what is the breakdown?) **TYPE FRAG I BELIEVE IS ONE OF OUR SERVER SUPPLIERS (JASE?) - REUTERS QUESTION IS A REPEAT OF NUMBER 6.**

8 What is the cost on bank statement "CLOSE PREMIUM FIN 74367682" related to at £152.32 in August? **NO IDEA - WITHOUT INVESTIGATING FURTHER ITS POSSIBLE ITS THE COMPANY INSURANCE MONTHLY PREMIUM UPON REFLECTION?**

9 Why was a monthly payroll (net) of £3882.38 stated (and paid) as due in August 19 for Danny Baker when his prior pcm cost was £2423.38? **I ASKED VERSA AS I COLLATE GROSS FIGURES FOR PAYROLL AND THIS IS HIS TAX CODE CHANGING RESULTING IN A REFUND. THERE WERE MANY CHANCES TO PAYE EMPLOYEES TAX CODES, SOME RESULTING IN MORE NET PAY AND SOME LESS THIS MONTH. I HAVE DIRECTED THOSE EMPLOYEES WITH CONCERNS OR SEEKING CLARIFICATION TO CONTACT HMRC AND/OR FAISAL AT VERSA WHO EXPLAINED IT TO ME.**

10 What is the cost on bank statement "Phone Contract" for Aiden Cronin for? As was £256.05 in August? **AIDEN TAKES SALES AND CLIENT CALLS AND COMMUNICATIONS OUTSIDE OF OFFICE HOURS AND THE COMPANY REIMBURSES HIS PHONE EXPENSES ACCORDINGLY AT £50 PM. THIS WAS FOR THE FIRST 6 MONTHS OF THIS YEAR AS HE HAD FORGOT!**

11 Considering queries above - what are the current salaries for all and each member of staff and please provide all contracts as supports such? **NOT BEING AWKWARD BUT 12 TIMES MULTIPLE OF THEIR GROSS PAYROLL YOU HAVE COMMENTED ON ABOVE, WILL ELABORATE ON RETURN THOUGH. GEORGE HOLDS SOME EMPLOYEES CONTRACTS HARDCOPY (IN STOKE I ASSUME) AND THE MORE RECENT (INSIDE THE LAST 18-24 MONTHS) ARE ON RECORD HERE WITH NATWEST MENTOR. CAN SEND ON MY RETURN ALBEIT THEY ARE LARGELY GENERIC AND THE SAME OTHER THAN BASIC SALARY.**

12 Considering queries above - similarly what are the current consultant costs known for all and each member of staff and please provide all contracts as supports such? **QUAESTUS £6250 pm / J EARL £4000 pm / ARAGON £5000-£5500pm (VARIES) - AGAIN I BELIEVE GEORGE HAS THESE ALBEIT WILL CHECK WITH EACH INDIVIDUAL.**

13 What was the cost of Brad Alcini (US) in August as was split between himself and Greg Ehlers? **WILL CHECK ON RETURN BUT FROM MEMORY APPROX \$11000 BRAD and \$5000 GREG.**

14 What outstanding Debts are known of absolutely at this time - i.e. 01-09-19 - re: any of the connected companies to RANsquawk and/or Talking-Forex? **HMRC / ANZ / X-TRADE**

A/ MONESE

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SOHO66 = AS ABOVE £3.59 2/8

SIPGATE = AS ABOVE £100 1/8

DJ BARRONS = AS ABOVE 17/7

DJ WALL ST JOURNAL = DESK SUBSCRIPTION £26.44 16/7 - CHECK WITH ADAM LINTON.

ALL ELSE IS ONE OF IT EQUIPMENT FOR OFFICE, CLIENT DRINKS AND MEETINGS, STAFF MONTHLY LUNCHES and ANY ONE OFF STAFF SOCIAL or DRINKS. CAN ELABORATE UPON RETURN.

Hope that helps somewhat. There is a balance on the card so anything thats already linked (ie Servers / papers subscriptions) can continue until I'm back. All suppliers such as ICE, Reuters, InFront invoice directly and were historically raised by myself. These I assume can now be sent to Phillip Williams (probably not), Cynthia Busfield (probably not) or Adam Voce (most likely).

Best regards Aubrey

From: Adam Voce <adam@g-cv.com>

Sent: 02 September 2019 16:37

To: Cynthia Busfield <cecb@cecb.uk>

Cc: Aubrey Hayward <aubrey.hayward@ransquawk.com>; phillip.r.a.williams@gmail.com; George Eaton-Busfield <george@g-cv.com>; Albie Turner <albie@versaaccountants.co.uk>; david.bailey@healys.com; rrones@thorntonrones.co.uk; Ivaylo Dimitrov <id@g-cv.com>; ivo101329@gmail.com; Adam Linton <adam.linton@ransquawk.com>; Alec Baughan <alec.baughan@ransquawk.com>; Jason, The JET Group <jason.earl@thejetgroup.co.uk>

Subject: Re: NEW AUTHORISATION & PAYMENT PROTOCOLS FOR COSTS (+ AH "Monese Card" +Queries +Direct Debits/Standing Orders & Establishing at Santander "New Banking Facilities")

Importance: High

Hello Cynthia,

I have just called Aubrey to follow up on this to see who I can liaise with in the office in his absence to help progress this. Unfortunately I could not get hold of him hopefully he will get back before he leaves.

Regards

Adam

From: Cynthia Busfield <cecb@cecb.uk>

Sent: 02 September 2019 16:05

To: Aubrey Hayward <aubrey.hayward@ransquawk.com>

Cc: Adam Voce <adam@g-cv.com>; phillip.r.a.williams@gmail.com; George Eaton-Busfield <george@g-cv.com>; Albie Turner <albie@versaaccountants.co.uk>; David Bailey <David.Bailey@healys.com>; rrones@thorntonrones.co.uk; Ivaylo Dimitrov <id@g-cv.com>; ivo101329@gmail.com; Adam Linton <adam.linton@ransquawk.com>; Alec Baughan <alec.baughan@ransquawk.com>; Jason, The JET Group <jason.earl@thejetgroup.co.uk>; Cynthia Busfield <cecb@cecb.uk>

Subject: RE: NEW AUTHORISATION & PAYMENT PROTOCOLS FOR COSTS (+ AH "Monese Card" +Queries +Direct Debits/Standing Orders & Establishing at Santander

"New Banking Facilities")

Importance: High

Hi Aubrey,

Conscious just gone 4pm and you are leaving for vacation tomorrow.

Please can you ensure you provide me with the details and responses as best you can regarding below – but most importantly direct / provide me with someone to correspond with on these matters whilst you are away.

I will try and progress as best I can to discuss positively I hope upon your return.

Thank you and enjoy your holiday of course.

Cindy

Adam Voce – I have to go and address some family / court matters this afternoon as you are aware of – perhaps you could please give Aubrey a call to advance this email content prior to his departure for holiday – thanks.

Cindy

From: Cynthia Busfield <cecb@cecb.uk>

Sent: 02 September 2019 14:19

To: Aubrey Hayward <aubrey.hayward@ransquawk.com>

Cc: Adam Voce <adam@g-cv.com>; phillip.r.a.williams@gmail.com; George Eaton-Busfield <george@g-cv.com>; Albie Turner <albie@versaaccountants.co.uk>; David Bailey <David.Bailey@healys.com>; rrones@thorntonrones.co.uk; Ivaylo Dimitrov <id@g-cv.com>; ivo101329@gmail.com; Adam Linton <adam.linton@ransquawk.com>; Alec Baughan <alec.baughan@ransquawk.com>; Jason, The JET Group <jason.earl@thejetgroup.co.uk>

Subject: RE: NEW AUTHORISATION & PAYMENT PROTOCOLS FOR COSTS (+ AH "Monese Card" +Queries +Direct Debits/Standing Orders & Establishing at Santander "New Banking Facilities")

Dear Aubrey,

Given your email below – I respond as requested and in direct address to your points and such as to clarify matters that it seems you have misinterpreted in my prior email.

My due apologies if so . Actually the intent was to address matters promptly such as I understood from Adam (Voce) was requested and would assist you personally – albeit these matters do need to be addressed as apriority by the business also.

Therefore, apologies for any tone as may have been misinterpreted, and responses such as I trust will assist you and accordingly the business in addressing these priority matters for yourself and RANSquawk.

1. I cannot find an email from you Aubrey on the 29th August Aubrey – can you re-send so I can review and address? Please kindly do not delay actioning matters in my prior email and as reiterated below – particularly now I aware you are going on vacation as respectfully these do need to be addressed and undertaken asap for the business interests.

I would be grateful also if you could advise whom can assist as a best point of contact whilst you are away? Thank you.

1. I am aware of the matters re: QDOS (as resolved & to your benefit I believe also). RE: HMRC and ANZ etc, relative payments have already recently been paid to the HMRC respectively, and we are clarifying / investigating some related matters as needs be currently – but rest assured such are being reviewed and addressed at this time to best endeavours accordingly. Regarding ANZ – again I am investigating this matter presently and also awaiting some relevant analysis and inputs respectively – but again – particularly as you are off on vacation – I will ensure to address as I am already doing to resolve as I deem appropriate in accordance with VERSA and likely further discussion with Alec Baughan in due course.
2. Regarding Monese Card and payments – I thank you for your efforts to assist. But evidently it is as said entirely inappropriate for business costs to be paid personally – and thus I reiterate my requests respectfully as I asked in my previous email and would be grateful of your assistance to resolve accordingly. It is clearly correct and appropriate that all such business costs are paid directly by the business and plus as inferred this will help with simplifying accounting and financial analysis going forward – so again, please kindly assist and action as requested.
3. Regarding Signatories at Santander and authorisations of payments and such going forward as you have queried – No, I am afraid that neither yourself or Mr Earl will either be signatories to the account or persons as to approve payments for the business going forward. This decision has been made and duly resolved by the directors and is supported by myself also as it seems evident that there is a need to ‘free-up’ resource and realise key persons from having to be engaged in what is ultimately financial administration – and indeed which is more appropriate and prudent to reside with the Directors and Accountants and other specifically identified individuals going forward. Ultimately, this is hoped to enable yourself and Mr Earl to be able to focus your time and abilities on Business Development / growth and IT development going forward. So as to generate and grow revenue and attain competitive advantage such as I and others needed as paramount at this time. To reiterate as I hope provides clarity – financial matters will be addressed by the Directors and Accountants going forward – indeed as demonstrates good governance and accountability; and again such as is hoped to free up your, Mr Earl’s and perhaps others such as to enable revenue growth and generation as explained. However, please note that Monthly Management Accounts are intended to be reinstated asap such as to provide management and yourself and Mr Earl and all relevant parties with extensive financial information such as will likely assist you to manage the business and achieve such aspirations for revenue growth.
4. Mr R Rhones (Administration Practitioner) and Mr David Bailey (Lawyer) are copied in because unfortunately yes there are concerns regarding unlawful activities such as currently being investigated, but also because there have been a multitude of false accusations and allegations over recent times and therefore they are copied in simply as a prudent act. And re: Liquidation – of course this is not at all the intention / strategy moving forward, indeed the changes referred to above are surely evident of the opposite are they not? And respectively I would be most grateful of your assistance accordingly and your prompt reply to the actions, requests as per my email below would be of assistance in enabling and facilitating that I believe – and “today” as initial steps at this time.
5. I note that you have as you say copied in “Heads of departments” – whilst on this occasion I have no issue at all given that this matters and information was to be duly communicated to the forthwith in any event, going forward please do not repeat such action – as I would hope and trust to be able to engage with you and discuss matters for the benefit of the business through to best conclusions prior to disseminating to a wider audience. Thank you.
6. I am afraid your resentment to any “tone” of my prior email is misplaced. As said my intent was and remains simply to try and address important matters facing the

business so as to try and enhance its performance and prosperity. And your offer to personally assist on company financials is appreciated and kind – but actually I was unaware of such but also again this would not have been appropriate but I repeat it was a generous offer.

7. I also briefly also here address your repeated reference to yourself below and also in prior correspondence as “COO”. I have seen numerous correspondence during the current audit and governance investigations and filings where you confirm your status as CEO, but given you are going on Holiday and time now does not allow, I would be grateful if we could discuss upon your return to try and clarify the situation – but more importantly and considering the above to seek your assistance to define roles going forward such as can optimise and maximise the businesses’ performance(s) and revenue / value generations.
8. With regards to your comments on Mr Gilbert and It resource, this is something I am currently with colleagues and associates as a a priority in order to revert to yourself / Mr Earl and/or others as appropriate. (I was unaware you were going on vacation for the record). I am afraid I am again unaware of any “non-allowacnce” to recruit IT staff and therefore I will also seek to speak to Adam Voce. But regardless, I endeavour to try and secure IT resources and I appreciate and acknowledge your concerns respectively as you have raised below. I hope we can discuss directly when you return from vacation
9. Additionally – FYI, I am aware discussions have already been underway and I intend to support a meeting in person across various individuals as appropriate accordingly in the near future,

I hope the comprehensive response above demonstrates my respect and gratitude for the points you have raised, and that my apology at the outset confirms that it was absolutely not my intent to be discourteous – but only to try and address matters promptly and urgently as I understood not only are required for the business but also to ensure your personal financials and Monese concerns were addressed asap as I was informed you requested – again I absolutely did not / do not consider this is something you did for “personal gain” – to be honest I cannot see any opportunity for such anyway.

Given my replies above as I trust assist and address the points you have raised as best possible at this time, but now ever more critically than before (given you have advised that you are going on vacation tomorrow!), please respectfully may I ask you to address, reply and action all the points I raised and requested in my previous email. I would most grateful and also I think are now critically required to ensure that the business has all services paid for and under management asap given your short term absence.

Thank you Aubrey, and again apologies for any misinterpretation – as said would truly appreciate your help and assistance in getting these actions competed as asked.

Cindy.

From: Aubrey Hayward <aubrey.hayward@ransquawk.com>

Sent: 02 September 2019 11:26

To: Cynthia Busfield <cecb@cecb.uk>

Cc: Adam Voce <adam@g-cv.com>; phillip.r.a.williams@gmail.com; George Eaton-Busfield <george@g-cv.com>; Albie Turner <albie@versaaccountants.co.uk>; David Bailey <David.Bailey@healys.com>; rrones@thorntonrones.co.uk; Ivaylo Dimitrov <id@g-cv.com>; ivo101329@gmail.com; Adam Linton <adam.linton@ransquawk.com>; Alec Baughan <alec.baughan@ransquawk.com>; Jason, The JET Group <jason.earl@thejetgroup.co.uk>

Subject: Re: NEW AUTHORISATION & PAYMENT PROTOCOLS FOR COSTS (+ AH "Monese Card" +Queries +Direct Debits/Standing Orders & Establishing at Santander "New Banking Facilities")

Dear Cynthia

It would be hugely constructive to everybody concerned to receive your response(s) on the following before I answer please:

- My email to you on Tuesday 29th August where I expect an apology.
- Your email of 16th August whereby you acknowledge a response from yourself needed on the following and promised accordingly after that particular weekend:
g. HMRC matters and taxes / penalties. / h.ANZ / i.QDOS QDOS has 'solved itself', HMRC matters and ANZ have not.
- The personal Monese card opening was offered by myself as a solution to J Earl cancelling his, whereby numerous company expenditures were attributed. This at the time when making the equivalent banking Standing Orders was not possible as MetroBank had given notice - please do not make this sound like its something I did to seek any personal gain.
- Please do provide transparency on future account signatories at Santander as I requested from Adam Voce some weeks ago whereby he stated he was awaiting Directorial approval. Can I assume myself and Jason Earl will remain on the banking mandate at Santander to reflect continuity in company protocol.
- An answer to my questions (and proposal) to losing Archie Gilbert in IT where we have now gone from an IT team of 3-4 persons to now one (Jason) who has already implicitly resigned his services! (our squawk desk is currently crippled by this). I have not even been 'allowed' to begin advertising to replace A Gilbert.
- May I ask why a R Rhones (Administration Practitioner) and also David Bailey (Lawyer) are copied in on this email? Are we heading as a company into liquidation and/or has someone on this email chain done something illegal?
- I copy in therefore Senior heads of departments that I believe should be aware of this communique.
- I very much resent the tone and implication of this email pushing for 24 hour turnarounds. I personally offered to assist Mr Voce on paying staff via my own bank account on Friday when it appeared staff may not be paid at all for numerous reasons, I think you'll agree that is above and beyond any COO duties. Similarly I leave on holiday tomorrow for 10 days with my family.

As stated before on many occasions a meeting, phone call or video call would be the most appropriate with yourself Cindy and/or Mr Williams to discuss current matters rather than constantly going through other parties and resolving very little (via email).

I look forward to your reply. Regards Aubrey

On Mon, 2 Sep 2019 at 10:23, Cynthia Busfield <cecb@cecb.uk> wrote:

Dear Aubrey,

As this email relates to accounting, banking and financial issues I have copied in Mr Turner, Neil Cameron, and Ryan Meli at VERSA Accountants as they may be impacted on a day to day basis as a result – but also to ensure they are informed of the new authorisation and payment protocols

resolved (as are communicated below).

Adam (Voce) highlighted over the last few days that you have asked him to secure a prompt solution to the payment of Company / Business costs – and specifically in relation to costs as are understood you have / are potentially to incur on a “monese Card” in your own name.

Obviously this is not appropriate as it is the responsibility of the business to cover and pay costs relating to the business not yourself; Adam further advised that these costs (on the Monese Card) likely included Microsoft Office Expenses, Server Costs and potentially the fees of an “ECB satellite broadcast” imminently, and other?

Accordingly a solution to this issue (and your concerns) has been discussed over the weekend and resolved by myself and Mr Williams as the Directors – and as explained and detailed below as follows:

(together with other related resolutions as have been concluded regarding the management, authorisation and payment protocol(s) generally for all Business Costs going forward in light of the new banking facilities at Santander and otherwise).

Hence, please kindly note the details below and implement and respond asap respectively. Thanks in advance.

NEW PROTOCOL(S) RESOLVED FOR ALL BUSINESS COSTS & COMPANY PAYMENTS GOING FORWARD:

All details (together with all relevant account information, passwords, documentation, correspondence and invoices), for any and all “Business Costs” (of any nature whatsoever) as are currently known (or proposed / requested in the future) are to be promptly (i.e. within 24 hours) provided to myself (as Director), Phil Williams (as Director), Mr Adam Voce (as Consultant), George Busfield and Albie Turner at VERSA Accountants via email (so VERSA can account for accordingly).

Also, wherever possible any current known and approved payments such as are repetitive by nature and/or have been historically setup as Standing Orders and/or Direct Debits are to again be established similarly at the new Santander Banking Facility – i.e. in order to try and automate as much of the financial management processes respectively as is possible and prudent.

All payments for any Business Services from Suppliers, and/or indeed for any payments whatsoever now going forward from today’s date are to be approved in writing via email or otherwise by two of the above stated parties – i.e. myself (as Director), Phil Williams (as Director), Mr Adam Voce (as Consultant), George Busfield and Albie Turner at VERSA Accountants via email (so VERSA can account for accordingly) before payment can be deemed authorised or duly transacted accordingly.

Obviously the above and herein detailed protocol(s) as have been resolved by the directors replace and supersede any and all prior processes as existed relevantly in the past – for the authorisation of any payments or otherwise.

For All To Note: Santander has provided a card service such as we can use also where beneficial versus Direct debits and Standing Orders – and the new processes and protocols defined herein, alongside the new Banking Facilities at Santander will enable an enhanced financial “one source” / “one

view" depository / account(s) to facilitate and enhance Accounting and Financial Analysis going forward.

ASSOCIATED ACTIONS NOW URGENTLY DUE RE: THESE MATTERS & PROTOCOL(S):

AUBREY – please kindly provide all supplier accounts information, passwords, documentation, correspondence and invoices for the business absolutely asap today. Thank you.

AUBREY – please kindly advise and indicate which of these supplier accounts and services were paid / being paid on either your Monese Card, by Standing Order or Direct Debit at the bank or via any other format of payment to provide me with as much detail as possible.

AUBREY – please also provide a summary of what costs you have incurred / now have outstanding re: your Monese card such as can be reconciled to the £3000 you received last month and any offset further costs you have incurred –so the company can reimburse you for any liability and / or costs you have incurred to date.

ASSOCIATED QUERIES REQUIRING RESPONSE ASAP PLEASE – As Follows:

AUBREY – please kindly provide a detailed response to the queries as have been identified in relevance to the above and similar matters - asap today thanks:

- 1 What are all the current Business Supplier Services and associated costs - pcm equivalents?
- 2 What are all the current Business Supplier 3Services Account Details & Passwords? (Provide to myself in reply to this email Confidentially please).
- 3 Which of these supplier services and costs are or were paid by Direct Debit, Standing Order or on A Hayward's Monese Card - (please identify respectively)?
- 4 What costs / Supplier Accounts are currently / have been paid by A Hayward's 'Monese Card'? (This should correlate to above question also).
- 5 Please provide a financial reconciliation on Mr Hayward's Monese Card such as to identify what he is to be reimbursed assuming card to now be cancelled and that Bank shows £3000 transfer in August for Monese Card?
- 6 What are the current Reuters costs and what proportion is for the Eikon Service and for the Reuters Calendar? (note a payment in August of -£11404.80 - assume this is Reuters for what period and what is the breakdown?)
- 7 What is "Type Frag" and what are the costs and where are they currently paid from? the current Reuters costs and what proportion is for the Eikon Service and for the Reuters Calendar? (note a payment in August of -£11404.80 - assume this is Reuters for what period and what is the breakdown?)
- 8 What is the cost on bank statement "CLOSE PREMIUM FIN 74367682" related to at £152.32 in August?
- 9 Why was a monthly payroll (net) of £3882.38 stated (and paid) as due in August 19 for Danny Baker when his prior pcm cost was £2423.38?
- 10 What is the cost on bank statement "Phone Contract" for Aiden Cronin for? As was £256.05 in August?

11 Considering queries above - what are the current salaries for all and each member of staff and please provide all contracts as supports such?

12 Considering queries above - similarly what are the current consultant costs known for all and each member of staff and please provide all contracts as supports such?

13 What was the cost of Brad Alcini (US) in August as was split between himself and Greg Ehlers?

14 What outstanding Debts are known of absolutely at this time - i.e. 01-09-19 - re: any of the connected companies to RANsquawk and/or Talking-Forex?

Adam or "A N Other" will also re-establish and get approved the Direct Debits and Standing Orders as may be desired as per the above commentary.

Please follow up with Adam if any queries and to action all above thanks.

Regards

Cindy Busfield.