

# **CAMBRIAN ASSOCIATES LIMITED (IN ADMINISTRATION) (the “Firm”)**

**11 June 2025**

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **Important Notice**

The Firm entered Administration on 11 June 2025. Administrators from specialist insolvency practice Begbies Traynor have been appointed to manage the Firm’s affairs, business and property.

These FAQs have been prepared with the current information available to the Administrators. The Administrators will continue to update these FAQs as and when required.

This document does not constitute legal, tax, financial or other professional advice. Investors should take advice from their own professional advisers before taking any action in connection with their investments.

### **Administrators’ contact information**

The Administrators will provide updates via a dedicated website and further information should be sought in the first instance from <http://www.begbies-traynorgroup.com/cambrian>.

Should you wish to contact the Administrators directly please email [cambrian@btguk.com](mailto:cambrian@btguk.com) or telephone 0161 529 7431.

**Being alert to scams**

We encourage you to be vigilant and to exercise caution when dealing with correspondence regarding the Administration of the Firm.

Please be alert to the possibility of fraud and scams. Caution should be exercised if you are encouraged or pressured to make a bank transfer to cover costs or fees and requested to provide certain personal information following an unauthorised or unsolicited call, email, or letter. If you receive any such communication, we advise you not take any action or engage with the sender or caller. There is no requirement for any investor to make a bank transfer to a third party to secure the transfer or release of their investments.

If you are in any doubt regarding the authenticity of the correspondence or communication you may have received, please contact the Administrators as soon as possible by emailing [cambrian@btguk.com](mailto:cambrian@btguk.com) or telephoning 0161 529 7431. These are the official lines of communication for the Administration.

Support is available to all investors and further information on the Administration should be sought in the first instance from the dedicated webpage.

**Claims Management Companies (CMC)**

For most investors there is little benefit in involving a third party to assist in making a claim for any losses suffered as a result of the advice you may have received. Promises from such third parties that by using their services you will be able to (a) recover any amounts you have invested more quickly; and/or (b) recover a higher percentage of your invested amount should be treated with caution. Please be assured that the administration will be conducted in a client friendly manner. If you choose to engage a third party to assist in making a claim, please note that the third party is likely to seek a fee which may reduce what you get back.

**What is Administration?**

Administration is a formal insolvency process that typically lasts 12 months. It is generally used to maximise the value of assets and achieve a better outcome for creditors or enable a distribution to be made to one or more secured and/or preferential creditors. The procedure facilitates an orderly wind down of a firm's affairs.

**What is meant by insolvency?**

This is when a firm is unable to pay the people or entities it owes money too.

**What is a creditor?**

A creditor is any person or entity that is owed money by the Firm. This may include an amount owed as a result of a complaint or claim made against the Firm.

**Who are the Administrators?**

Dean Watson and Paul Stanley both of Begbies Traynor have been appointed as Joint Administrators of the Firm.

**Is the Firm regulated?**

Yes – the Firm will remain authorised and regulated by the FCA despite its entry into Administration.

**Are the FCA aware that Administrators have been appointed?**

Yes – the FCA provided its consent to the appointment of the Administrators and will be kept informed of progress throughout the Administration.

**Are the Administrators regulated?**

Yes - Dean Watson is regulated by the Insolvency Practitioners' Association and Paul Stanley is regulated by the Institute of Chartered Accountants in England and Wales.

**Why did the Firm enter Administration?**

Effective from 21 March 2022, the Company has been subject to restrictions on its regulated activities. The restrictions limited the Firm's ability to, amongst other things, sell or dispose of its assets. A principal reason for the imposition of the restrictions were the costs involved with the Redress Scheme to review Defined Benefit Transfer advice. We understand the Firm subsequently settled the majority of redress liabilities arising from complaints.

The Firm has been litigating a claim with a former authorised representative related to unpaid commissions. The Firm was ultimately not in a position to fund a negotiated settlement having used its cash reserves to defend the claim and pay redress liabilities. The Firm was also restricted from selling its remaining business to generate funds to settle the claim.

A Court hearing was scheduled to take place in January 2025 to determine the unpaid commission claim. A conditional temporary stay to proceedings was subsequently granted upon notification that Begbies Traynor had been instructed to assist the Firm with a view to entering Administration.

Marketing of the opportunity to acquire the remaining business resulted in three offers. Negotiations, due diligence and consultation with FCA in relation to a sale of the remaining business have been ongoing since January 2025 with two parties.

A connected firm, HCI Financial Services Limited (“**HCI**”) were subsequently able to satisfy regulatory requirements to complete a transaction. The former authorised representative subsequently agreed to extend the legal proceedings whilst a sale of the Firm’s remaining business was finalised. The Firm entered Administration once a legal contract had been finalised with HCI.

### **I am a client - what does this mean for me?**

The Firm ceased to trade upon entry into Administration.

The remaining regulated business and certain assets of the Firm have subsequently been acquired by a connected financial planning firm, HCI Financial Services Limited.

The remaining regulated business undertaken by the Firm prior to the sale to HCI was to service the investments of clients who had transferred from a defined benefit pension scheme into a Self-Invested Personal Pension (“**SIPP**”).

HCI has acquired the following assets from the Firm:

- Customer list and SIPP Servicing Rights
- IT Equipment
- Connected company debts

Clients did not automatically transfer to HCI on completion of the sale.

Clients will be contacted by HCI in writing in due course to request their consent for HCI to continue servicing their SIPP. Providing consent will enable client SIPPs to be continued to be managed by HCI in the same way as the Firm. Clients are however under no obligation to provide consent. In the event that clients choose not to consent to HCI continuing to service their SIPP they are strongly encouraged to seek advice from another suitably qualified and regulated financial adviser.

The transaction was undertaken following a marketing and due diligence process and consultation with FCA.

HCI will trade from the same location as the Firm at Cambrian House, St David’s Park, Hawarden, CH5 3XA. All employees of the Firm have transferred to HCI. This means that clients will continue to deal with the same advisers as they have dealt with previously and will continue to receive financial advice from the same advisers and support staff.

**What should I do if I have a new or ongoing complaint against the Firm?**

It has been agreed that HCI will be responsible for dealing with any complaint against the Firm related to past advice for a 36 month period following their acquisition. Clients should therefore contact HCI if they have a complaint.

HCI may be contacted as follows:

**Tel:** +44 (0) 1244 539595  
**Email:** [info@hcifs.co.uk](mailto:info@hcifs.co.uk)  
**Post:** Complaints Officer  
HCI Financial Services Limited  
Cambrian House  
St. David's Park  
Hawarden  
CH5 3XA

For any complaint which is not related to past advice provided by the Firm, clients should contact the Administrators by emailing [cambrian@btguk.com](mailto:cambrian@btguk.com) or telephoning 0161 529 7431.

**Which business does the Administration cover?**

The Administration applies to Cambrian Associates Limited only. The Administration does not affect any other company which may be connected to the Firm.

**Are you in contact with the Firm's management?**

The Firm's management is actively assisting the Administrators and we are in regular dialogue with them.

**Am I protected by the Financial Services Compensation Scheme?**

FSCS is not currently open to customer claims against the Firm.

It has been agreed that HCI will be responsible for dealing with any complaint against the Firm related to past advice for a 36-month period following their acquisition. Clients should therefore in the first instance make any complaint directly to HCI using the contact details provided above under the question *What should I do if I have a new or ongoing complaint against the Firm?*

If recourse to FSCS compensation becomes available, clients will be notified accordingly. Clients should note that there are rules around who and in what circumstances FSCS protection applies. FSCS cannot compensate investors for poor investment performance alone, or for losses arising from an inability to sell assets or settle transactions. General guidance may be found on the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk).

**I think I am a creditor of the Company, what should I do regarding outstanding balances?**

The Administrators will write to you in due course regarding outstanding balances and ongoing supply, however, please send correspondence to [cambrian@btguk.com](mailto:cambrian@btguk.com) in the first instance. Alternatively, creditors may telephone the Administrators on 0161 529 7431.

**When will I hear from the Administrators?**

The Joint Administrators are required to report to creditors within 8 weeks of their appointment on 11 June 2025. This report will set out the Joint Administrators' proposals (the "**Proposals**") for the Administration.

The Proposals will set out, amongst other things, the likelihood of creditors receiving any money back from the Company and the anticipated costs of the Administration process. At that time, we will issue a proof of debt form for creditors to complete and we will be seeking from the appropriate body of creditors approval for the basis of our remuneration and expenses.

**Can I speak to the person in charge?**

A dedicated mailbox has been set up for those affected by the Administration of the Company. In the first instance, we politely ask that you direct your queries to the email address [cambrian@btguk.com](mailto:cambrian@btguk.com).

This mailbox is being monitored by the Administrators staff and they will endeavour to answer your queries as soon as possible. However, due to the volume and similarity of certain queries being received certain queries will be addressed through updates on the Administrators' website.

Alternatively, you may telephone the Administrators on 0161 529 7431.

Please monitor the website for latest updates at <http://www.begbies-traynorgroup.com/cambrian>. The Administrators will provide further updates once in a position to do so.