

GMS Business Accountants Ltd
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Company No: 12475920

Accountancy Services – Terms of Engagement

Thank you for asking us to act as your accountants.

This letter sets out the basis on which **GMS Business Accountants Ltd** will provide services to you. Our aim is to provide clear, practical advice and a straightforward working relationship.

1. Scope of Services

We will provide the accountancy services set out in the accompanying proposal letter. If you need any changes to the scope, please contact Graham Wesson. Any changes need to be accepted before work on the amendments commences.

Services will be provided by **Graham Wesson**, and you will be notified in advance of any material changes.

2. Our Responsibilities

We will:

- Act in accordance with applicable law and professional standards
- Carry out our work with reasonable care and skill
- Keep you informed of progress and raise any significant issues identified
- Treat your information as confidential, subject to legal and regulatory requirements

3. Your Responsibilities

You agree to:

- Provide accurate, complete, and timely information
- Maintain proper business and financial records
- Give us reasonable access to records and information needed to carry out our work
- Comply with identity and anti-money laundering requirements

We cannot accept responsibility for errors arising from incomplete or inaccurate information provided to GMS Business Accountants LTD.

4. Fees, Completion of Work and Client Delays

Our agreed fees relate to the preparation and completion of the services specified in the proposal and are not solely dependent on the submission of documents to HMRC or Companies House.

Where the agreed preparation work has been substantially completed, we reserve the right to invoice up to 100% of the agreed fee, even where submission remains outstanding due to:

Company Number: 12475920 VAT Number: 502700738

Services Include:
Personal and Business Tax Returns, Payroll, Book-Keeping, Management Accounts

- Delayed or outstanding client approval;
- Unanswered queries or missing supporting information;
- The client failing to respond or deciding not to proceed with submission.

Where the full agreed fee has been invoiced, any remaining work within the original agreed scope will be completed once the necessary information and approval have been received, subject to our continued engagement and applicable filing requirements.

Where an engagement is cancelled before preparation work is substantially complete, we reserve the right to invoice a reasonable amount reflecting the work already undertaken, up to the agreed fee.

Additional work arising from amended or incomplete information will be charged in accordance with our agreed terms.

No charge will be made for work required solely to correct an error made by GMS Business Accountants Ltd.

Invoices are payable within 14 days of issue.

5. Confidentiality & Compliance

We will not disclose information relating to your affairs to third parties unless required by law or professional regulation. We are required to comply with anti-money laundering legislation and may carry out checks as part of this process.

6. Liability

Our liability is limited to losses arising directly from our negligence. We cannot accept responsibility for losses caused by misleading, incomplete, or inaccurate information supplied to us.

Advice provided is for your use only and must not be relied upon by third parties without our written consent.

7. Complaints

We aim to provide a high standard of service at all times. If you are unhappy with any aspect of our work, details of our complaints procedure are set out in **Annex 1**.

8. Termination

Either party may terminate this engagement by giving **30 days' written notice**. All client records will be returned once outstanding fees have been settled. Payment terms at this point will be 5 days from invoice date.

9. Client records and working papers

All accounting records, documents and information belonging to you will remain your property and will be returned or transferred to you or your new adviser where appropriate. Any working papers, reconciliation schedules, internal checklists, review notes, calculations, spreadsheets and other documents created by GMS Business Accountants Ltd for the purposes of carrying out our work will remain our property. Where information contained within our working papers is reasonably required to enable a successor accountant to continue your affairs, we will provide the relevant information or schedules as appropriate, but we are not required to provide our internal working papers themselves.

Our Client Approval & Responsibility Statement forms part of our standard filing procedures and is available on our website. Clients are required to review this statement and provide written approval before we submit documents on their behalf, where approval is required.

10. Acceptance

By signing and returning this letter, or confirming acceptance by email, you confirm that you accept this engagement letter and the accompanying proposal, including the scope of services, fees and arrangements for additional work.

Graham Wesson

GMS Business Accountants Ltd

T: 07739 828423

E: graham.wesson@gms-accountants.co.uk

ANNEX 1 – Complaints Procedure

1. Purpose

1.1 We GMS BUSINESS ACCOUNTANTS LTD *are* committed to upholding best practice through a high quality service to all our clients. This Annex sets out the procedure we will operate in dealing with complaints arising from the provision of services under our letter of engagement.

2. Raising an Issue

2.1 In the first instance please contact Leanda Scrivener, 07801 259 672 to discuss any concerns you have, so that the matter can be looked into immediately.

3. Making an Informal Complaint

3.1 An informal complaint can be made by telephone, or by speaking, face to face or in writing to Leanda Scrivener, 07801 259 672. If the matter is not resolved at this stage, and you have not already issued a complaint in writing, you should do so. Please include specific details so that the matter can be thoroughly investigated.

4. Making a Formal Complaint

4.1 Upon receipt of your written formal complaint an acknowledgement will be sent to you within 14 working days. The name and contact details of the person who will be dealing with your case will be supplied to you at this point.

4.2 Within 28 working days from receipt of your written complaint you will receive in writing a summary of our understanding of your complaint. You will be asked at this time to provide any further evidence or information regarding the complaint and to confirm that we have understood all your concerns.

4.3 Following such confirmation, we will investigate the matter and write to you in reply within 14 working days unless it becomes apparent to us that the investigation may not be completed within this timescale. In these circumstances, a written explanation will be sent to you including a progress report. When a substantive reply is sent you, a summary of findings will be included along with details of any further action to be taken.

5. If you are not satisfied

5.1 For service related matters involving a CIMA member in Practice in the UK, you may wish to know that CIMA offers an independent Alternative Dispute Resolution (ADR) facility for members of the public.

5.2 If in the context of your dealings with us or the handling of your complaint, you believe that a member of CIMA has been guilty of misconduct, you may lodge a complaint with the Professional Conduct department of the Institute.

5.3 Further information on ADR or making a complaint about alleged misconduct can be found on the CIMA website at www.cimaglobal.com.