



# MOORE



## SERVICE STANDARDS

**At Moore East Midlands we strive to deliver a first class service to all of our clients, in everything we do.**

The standards below set out the minimum level of service that you can expect from us – but we try to exceed these standards wherever we can.

**N.B. At certain times of the year, some areas of our business, such as the audit or tax departments, can be extremely busy. If we are unable to meet these standards for any reason, we will advise you of this as soon as possible.**

Many of our services are specifically tailored to meet your individual needs. We will agree a schedule for the delivery of our services with you before we commence any work.

To help us deliver to these standards please can you:

- let us know about any key requirements or deadlines you may have;
- respond promptly if we ask you for further information;
- ensure we receive all information from you on a timely basis.

### MAKING CONTACT

We know you're probably very busy, so the service we deliver is extremely flexible. We are always happy to visit you at your premises or to provide advice by phone or email.

We will deal with your enquiries promptly and courteously. We always try to communicate clearly

without using unnecessary jargon, but if there is something you don't understand, please ask.

### TELEPHONE CALLS

We will aim to return your calls the same day or the next working day at the latest.

### EMAILS

We will reply to emails or messages sent to us via your OneClick workspace the same day or the next working day at the latest. If we can't provide a full response to your query immediately (e.g. because we need further information or need to carry out additional analysis), we will let you know when you can expect to receive a full reply. If the person who should deal with the point is out of the office or otherwise unable to deal with the issue promptly, we will let you know when they expect to respond.

### LETTERS

We will respond to letters from you or your representatives within two working days of receipt. We will reply to letters from HMRC within 10 working days.

### ACHIEVING DEADLINES

We aim to meet all deadlines whether these are statutory deadlines (i.e. limited company accounts, tax returns etc.) or deadlines that you have specifically provided. If we are unable to meet a deadline for any reason, we will tell you this as soon as we can.

## PREPARING YOUR ACCOUNTS

- Once we receive your records, we will contact you by email to acknowledge receipt of work and request any missing information within two working days. We will let you have a target date for receiving the draft accounts at this time.
- Any hard copy records will be returned to you at the closing meeting or within seven days of the meeting.

## AUDIT

- We will meet with you before the audit to discuss expected results and agree a timetable for the audit planning, field work and completion.
- Any hard copy records will be returned at closing meeting or within seven days of the meeting.

## MANAGEMENT ACCOUNTS

- The deadline for provision of the accounts will be agreed with you at the start of the assignment.
- Thereafter we will carry out any work on the agreed date and deliver all management reports by the deadline date agreed above.
- The reports will be delivered in the agreed format tailored to your requirements.

## VAT RETURNS

- VAT returns will be filed to meet HMRC deadlines i.e. within one month and seven days after the end of the accounting period (e.g. quarter end).
- Bridging returns will be filed within 48 hours of receipt.

## CORPORATION TAX

- We will send you a reminder one month prior to the payment date of the Corporation Tax Return.
- Where Corporation Tax is payable by way of installments, we will work with you to estimate those based on current management accounts.
- We will prepare your Corporation Tax computation/return upon the completion of the draft accounts and send this to you for review and approval.
- Where your accounts have been finalised in a timely manner and all other information requested in respect of the tax position has been reviewed and agreed, we will ensure your return is filed with HMRC before the 12-month filing deadline.
- We will request and remind you for any outstanding information required to meet those deadlines.

## PERSONAL TAX RETURNS

- We will send an information request schedule annually on 6 April. We will tell you whether we need any further information from you and when it is needed by.
- We will write to you to request missing information within two working days of receipt of your data.
- We will process your return within 10 working days of receiving all the required information and will then send it to you for your approval and signature.
- We will submit the Return to HMRC within three working days of receiving the signed copy and all supporting information. We will confirm to you that the return has been submitted and advise you of your tax position and any payments due.
- We will send payment on account reminders periodically throughout the year in a timely manner.

## COMPANY SECRETARIAL

- For confirmation statements, the form will be sent out for approval at the latest on the day that the form is due to be filed. The form must be filed within a 14-day period, before it becomes overdue.
- For new company incorporations or company change of name, we will complete the incorporation as soon as possible to protect the name. If for any reason this is not possible, or if the chosen name is not available, we will advise you.
- We will complete director appointments within two working days.
- We will complete changes of registered office address and change of residential/service address with Companies House within five working days.
- We will file the accounts at Companies House on the same day or at the latest by the end of the next working day from when the instruction was given to file.
- Following the Year End, dormant accounts will be completed by the end of the following month.
- We will complete Stock Transfer forms and associated minutes within five working days.
- We will complete changes to allotment of shares within five working days.
- We will complete more complex work, for example, re-designation of shares, changes to share rights, Resolutions, adopting new Articles of Association, Share Buyback, within 14 working days.

## PAYROLL

- We will agree with you the date and frequency of your payroll at the start of the engagement.
- We will prepare your payroll for each payroll period to meet all UK employment tax requirements.
- We will endeavor to meet urgent deadlines but if we are unable to meet a deadline for any reason, we will tell you this as soon as we can.

## FEES

Invoices for our fees will be raised on completion of assignments or on a periodic basis which will be agreed with you on engagement. Fees will clearly show the nature of the work done.

## WHAT TO DO IF YOU'RE NOT COMPLETELY SATISFIED WITH OUR SERVICE

If for any reason you're not completely satisfied with the service we are providing, please contact your Client Relationship Manager as soon as possible so that we can put things right.

### CONTACT INFORMATION

#### Moore East Midlands

##### Corby Office

Oakley House  
Headway Business Park  
3 Saxon Way West  
Corby  
NN18 9EZ  
T: 01536 461900

##### Northampton Office

Newton House  
Northampton Science Park  
Kings Park Road  
Moulton Park  
Northampton  
NN3 6LG  
T: 01604 654254

##### Peterborough Office

Rutland House  
Minerva Business Park  
Lynch Wood  
Peterborough  
PE2 6PZ  
T: 01733 397300

[east.midlands@mooreuk.global](mailto:east.midlands@mooreuk.global)



[www.moore.co.uk](http://www.moore.co.uk)