

For reference only. Please do not sign this document. This copy shows the terms we work to. Your fee will be confirmed in your online engagement letter. Once we have completed our anti-money laundering and identity checks, we will send you an electronic engagement letter to review and accept online.

Engagement Letter and Terms of Business

Version 1.0, September 2026. This letter sets out the basis on which we act for you. Please read it carefully, together with the schedule for your type of business.

1. About this letter

This letter, its schedules and our standard terms and conditions form the contract between you and Fixed Fee Accountant, a trading style of Financials Direct Ltd (registered in England and Wales, company number 07496275, registered office Landmark, 3 Brindley Place, Birmingham). In this letter "we", "us" and "our" mean Financials Direct Ltd, and "you" means the client named in your quote.

This document is provided for reference. Before we start work, we will complete our anti-money laundering and identity checks and then send you an electronic engagement letter based on these terms, confirming your package and fee. The contract starts when you accept that electronic engagement letter. If anything in it conflicts with our standard terms and conditions, the engagement letter takes priority.

2. The services we will provide

We will provide the services confirmed in your online engagement letter. The schedules at the end of this document describe the services we typically provide for each type of client. Your online engagement letter confirms exactly which services apply to you.

Services not listed in your package are outside the scope of this engagement. If you ask us to carry them out, we will agree the price with you in writing before we start. Examples include HMRC enquiries into earlier years, work for previous years, tax investigations and specialist advice.

3. Your responsibilities

You are responsible for keeping complete and accurate records and for giving us the information we need in good time. To meet a filing deadline, we need your complete records at least 60 days before it. If information arrives later, we will do our best, but we cannot be responsible for penalties or interest caused by the delay.

You are legally responsible for the accuracy of your returns and accounts. We will send each return to you for approval before we file it, and you must check it carefully. You must tell us promptly about any change that may affect your tax, such as new income, a change of address, registering for VAT or taking on employees.

4. Our responsibilities

We will carry out the work with reasonable care and skill, in line with the professional and ethical standards of the professional bodies our accountants belong to. We will prepare returns and accounts from the information you provide. We will not audit that information, but we will tell you if anything appears incomplete or incorrect.

We will act as your agent with HMRC and, where relevant, Companies House, and deal with routine correspondence on your behalf.

5. Fees and payment

Your fee is not set out in this document. It will be confirmed in writing in your quote and in your online engagement letter, which you accept before any work starts. Fees exclude VAT, which we add at the current rate. Official fees charged by Companies House, HMRC or other bodies, such as company registration or confirmation statement fees, are passed on at cost with no mark-up.

Fees are payable monthly in advance by Direct Debit. One-off services are payable when you place the order. If a payment is not made, we may pause work until it is received, and we will tell you before we do so. For business clients, we may charge interest on late payments under the Late Payment of Commercial Debts (Interest) Act 1998.

6. Price reviews and changes to your package

Your monthly fee is fixed for 12 months from the start of this engagement. After that, we review fees once a year, on or near the anniversary of your start date.

We will tell you about any change at least 30 days before it applies. Any increase at an annual review will be no more than 10%, unless your business has changed in a way that increases the work involved. If you do not accept a new fee, you can end the engagement without penalty before it takes effect.

If your circumstances change during the year, for example you register for VAT, enter Making Tax Digital, take on employees, add partners or buy more properties, we will move you to the appropriate package and confirm the new fee in writing before it applies.

7. Ending the engagement

There is no minimum term. Either of us can end the engagement by giving 30 days' notice in writing, including by email. Fees are payable up to the end of the notice period. We will provide your new accountant with the information they reasonably need, in line with our professional obligations.

We may end the engagement sooner if you do not pay our fees, do not provide the information we need, or if continuing would breach our legal or professional obligations.

8. Your right to cancel

If you are an individual contracting with us online or at a distance for personal purposes, you have the right to cancel within 14 days of the contract starting, without giving a reason. If you ask us to start work during that period, you will pay for work carried out up to the point you cancel.

9. Anti-money laundering

We are required by law to verify the identity of our clients and, where relevant, their beneficial owners, and to keep records of this. We complete these checks before sending your electronic engagement letter, and we cannot start work until they are done. We are also required to report any knowledge or suspicion of money laundering to the relevant authorities, and we may not be able to tell you if we have done so.

10. Data protection and confidentiality

We process your personal data in line with UK data protection law and our privacy policy, which is available on our website. We keep your information confidential, except where we are required by law or our professional rules to disclose it, or where you ask us to share it.

We may communicate with you by email and use secure cloud software. Although we take reasonable steps to protect information, electronic communication cannot be guaranteed to be secure.

11. Limitation of liability

Our liability to you for any loss arising from this engagement, whether in contract, negligence or otherwise, is limited to the lower of £500,000 and ten times the fees you paid us in the 12 months before the claim. We are not liable for loss caused by information you provide being incomplete or inaccurate, or by your failure to act on our advice. Nothing in this letter limits liability that cannot be limited by law, including for death or personal injury caused by negligence or for fraud.

12. Complaints

If you are unhappy with our service, please contact us on 020 3369 0738 or at info@fixedfeeaccountant.com so we can put things right. We will acknowledge your complaint promptly and aim to resolve it within 30 days. If you are still not satisfied, you may refer the matter to the professional body that regulates the accountant responsible for your work. Details of our professional body, anti-money laundering supervisor and professional indemnity insurer are available on request.

13. General

This contract is governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction. If any part of this letter is found to be unenforceable, the rest remains in force. We may update these terms from time to time and will give you at least 30 days' notice of any change that affects you.

Schedules of services

For reference only. These schedules describe the services we typically provide for each type of client. They do not include fees. Your services and fee will be confirmed in your quote and in your online engagement letter.

Schedule A: Sole traders, self-employed and freelancers

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| <ul style="list-style-type: none">• Year-end accounts• Self Assessment tax return• Tax calculation and payments on account planning• HMRC registration and agent authorisation• CIS refund claims for subcontractors | <ul style="list-style-type: none">• Making Tax Digital quarterly updates and final declaration• Bookkeeping and bookkeeping reviews• VAT registration and VAT returns• Tax planning reviews• Deadline reminders and unlimited questions |
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Schedule B: Limited companies and contractors

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| <ul style="list-style-type: none">• Statutory accounts filed at Companies House• Corporation Tax return (CT600)• Director and employee payroll, RTI and pensions• Directors' Self Assessment returns• Confirmation statement• Dividend paperwork and salary and dividend planning | <ul style="list-style-type: none">• VAT registration and VAT returns• Bookkeeping and management accounts• P11D benefits in kind• IR35 guidance and contract reviews• Company formation• Registered office address |
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Schedule C: Landlords

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| <ul style="list-style-type: none">• Rental accounts for each property• Self Assessment with property pages• Mortgage interest relief• Allowable expenses review | <ul style="list-style-type: none">• Making Tax Digital quarterly updates• Joint ownership returns• Capital Gains Tax returns on property sales• Portfolio and incorporation reviews |
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Schedule D: Partnerships and LLPs

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| <ul style="list-style-type: none">• Partnership or LLP accounts• LLP statutory accounts filed at Companies House• Partnership tax return (SA800)• Partners' and members' Self Assessment returns• Profit allocation and capital accounts | <ul style="list-style-type: none">• Confirmation statement (LLPs)• Salaried member reviews (LLPs)• VAT returns, payroll and bookkeeping• Management accounts |
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Schedule E: Construction firms

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| <ul style="list-style-type: none">• Monthly CIS returns• Subcontractor verification and statements• CIS deduction reclaims• VAT returns with the domestic reverse charge | <ul style="list-style-type: none">• Year-end accounts and tax returns• Payroll• Gross payment status applications• Bookkeeping and job profit reporting |
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Schedule F: Non-residents

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| <ul style="list-style-type: none">• Self Assessment with residence pages• Personal Allowance claims where eligible• Double taxation relief• Rental accounts and Non-Resident Landlord Scheme | <ul style="list-style-type: none">• Statutory residence test and split year reviews• Non-resident Capital Gains Tax returns• HMRC agent services |
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Schedule G: One-off and additional services

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| <ul style="list-style-type: none">• Tax returns for a single year• Capital Gains Tax returns• Company accounts for a single year• Dormant company accounts• VAT registration | <ul style="list-style-type: none">• Company closure• Tax summaries for mortgages (SA302)• HMRC penalty appeals• Catch-up work for earlier years• Accounting software supply and maintenance |
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Business insurance is not provided by us. With your permission, we can pass your contact details to an FCA-authorised insurance broker.

Next steps

When you are ready to go ahead, we will confirm your services and fee in a written quote and complete our identity checks. We will then email you an electronic engagement letter, which sets out your fee, to accept online. There is nothing to sign or return on paper.

Questions about these terms? Call us on 020 3369 0738 or email info@fixedfeeaccountant.com.