

Registered number  
05428759

Customer Care Solutions (UK) Limited

Report and Accounts

31 March 2016



**Customer Care Solutions (UK) Limited**  
**Report and accounts**  
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**Customer Care Solutions (UK) Limited**  
**Registered number: 05428759**  
**Director's Report**

The director presents his report and accounts for the year ended 31 March 2016.

**Principal activities**

The company's principal activity during the year continued to be the provision of call centre services.

**Directors**

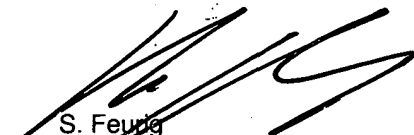
The following persons served as directors during the year:

S. Feurig

**Small company provisions**

This report has been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

This report was approved by the board on 20 June 2016 and signed on its behalf.



S. Feurig  
Director

**Customer Care Solutions (UK) Limited  
Accountants' Report**

**Accountants' report to the director of  
Customer Care Solutions (UK) Limited**

You consider that the company is exempt from an audit for the year ended 31 March 2016. You have acknowledged, on the balance sheet, your responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts. These responsibilities include preparing accounts that give a true and fair view of the state of affairs of the company at the end of the financial year and of its profit or loss for the financial year.

In accordance with your instructions, we have prepared the accounts which comprise the Profit and Loss Account, the Balance Sheet and the related notes from the accounting records of the company and on the basis of information and explanations you have given to us.

We have not carried out an audit or any other review, and consequently we do not express any opinion on these accounts.



A.M. Rechtman  
Chartered Accountants

39 Hill Road  
Pinner  
Middlesex  
HA5 1LB

20 June 2016

**Customer Care Solutions (UK) Limited**  
**Profit and Loss Account**  
**for the year ended 31 March 2016**

	<b>Notes</b>	<b>2016</b> <b>£</b>	<b>2015</b> <b>£</b>
<b>Turnover</b>		218,842	339,192
Cost of sales		(211,344)	(315,650)
<b>Gross profit</b>		<u>7,498</u>	<u>23,542</u>
Administrative expenses		(33,401)	(22,996)
<b>Operating (loss)/profit</b>		<u>(25,903)</u>	<u>546</u>
<b>(Loss)/profit on ordinary activities before taxation</b>		<u>(25,903)</u>	<u>546</u>
Tax on (loss)/profit on ordinary activities	2	1,740	(1,740)
<b>Loss for the financial year</b>		<u>(24,163)</u>	<u>(1,194)</u>

**Customer Care Solutions (UK) Limited**  
**Balance Sheet**  
**as at 31 March 2016**

	Notes	2016 £	2015 £
<b>Current assets</b>			
Debtors	3	9,492	78,270
Cash at bank and in hand		<u>14,399</u>	<u>6,327</u>
		23,891	84,597
<b>Creditors: amounts falling due within one year</b>	4	(19,349)	(55,892)
<b>Net current assets</b>		<u>4,542</u>	<u>28,705</u>
<b>Net assets</b>		<u>4,542</u>	<u>28,705</u>
<b>Capital and reserves</b>			
Called up share capital	5	1	1
Profit and loss account	6	4,541	28,704
<b>Shareholder's funds</b>		<u>4,542</u>	<u>28,705</u>

The director is satisfied that the company is entitled to exemption from the requirement to obtain an audit under section 477 of the Companies Act 2006.

The member has not required the company to obtain an audit in accordance with section 476 of the Act.

The director acknowledges his responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions in Part 15 of the Companies Act 2006 applicable to companies subject to the small companies regime.

  
S. Feurig  
Director

Approved by the board on 20 June 2016

**Customer Care Solutions (UK) Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2016**

**1 Accounting policies**

***Basis of preparation***

The accounts have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

***Turnover***

Turnover represents the value, net of value added tax and discounts, of goods provided to customers and work carried out in respect of services provided to customers.

<b>2 Taxation</b>	<b>2016 £</b>	<b>2015 £</b>
UK corporation tax at 20% (2015: 20%)	<u>(1,740)</u>	<u>1,740</u>

<b>3 Debtors</b>	<b>2016 £</b>	<b>2015 £</b>
Trade debtors	7,752	58,270
Other debtors	<u>1,740</u>	<u>20,000</u>
	<u>9,492</u>	<u>78,270</u>

<b>4 Creditors: amounts falling due within one year</b>	<b>2016 £</b>	<b>2015 £</b>
Other taxes and social security costs	14,674	18,827
Corporation tax	-	1,740
Accruals and deferred income	2,250	2,250
Trade creditors	-	30,650
Other creditors - director	<u>2,425</u>	<u>2,425</u>
	<u>19,349</u>	<u>55,892</u>

<b>5 Share capital</b>	<b>Nominal value</b>	<b>2016 Number</b>	<b>2016 £</b>	<b>2015 £</b>
Allotted, called up and fully paid:				
Ordinary shares	£1 each	1	<u>1</u>	<u>1</u>

**Customer Care Solutions (UK) Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2016**

**6 Profit and loss account**

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
At 1 April	28,704	29,898
Loss for the year	(24,163)	(1,194)
At 31 March	<u>4,541</u>	<u>28,704</u>

**7 Related party transactions**

Business is conducted with Motor Marketing Limited, an associated company.

Transactions were :-

	<b>2016</b>	<b>2015</b>
	<b>£</b>	<b>£</b>
Turnover	82,178	57,861
Cost of sales	16,860	30,650

Balances at year end were :-

Trade debtors	2,018	29,324
Trade creditors	-	30,650
Other debtors (loan)	-	20,000