

# Terms and Conditions

## 1. Applicable Law

Our engagement letter, the schedule of services and our standard terms and conditions of business are governed by, and should be construed in accordance with English Law. Each party agrees that the courts of England will have exclusive jurisdiction in relation to any claim, dispute or difference concerning this engagement letter and any matter arising from it. Each party irrevocably waives any right to object to any action being brought in those Courts, to claim that the action has been brought in an inappropriate forum, or to claim that those Courts do not have jurisdiction.

## 2. Client identification

As with other professional services firms, we are required to identify our clients for the purposes of the UK anti-money laundering legislation. We may request from you, and retain, such information and documentation as we require for these purposes and/or make searches of appropriate databases.

## 3. Client money

We may from time to time hold money on your behalf. Such money will be held in trust in a client bank account, which is segregated from the firm's funds.

## 4. Commissions and other benefits

In some circumstances we may receive commissions or other benefits for introductions to other professionals or in respect of transactions which we arrange for you. Where this happens we will notify you in writing of the amount and terms of payment and receipt of any such commissions or benefits. The fees you would otherwise pay will be reduced by the amount of the commissions or benefits. When we reduce the fees that we would otherwise charge by the amount of commission retained, we will apply the HMRC concession which allows VAT to be calculated on the net fee after deduction of the commission.

## 5. Complaints

We are committed to providing a high quality service that is both efficient and effective. However, should there be any cause for complaint in relation to any aspect of our service please contact Sophie White CTA at [sophie@totaltaxgroup.co.uk](mailto:sophie@totaltaxgroup.co.uk). Where your complaint relates to that person, you should instead contact Ian Sheekey FCA at [ian@totaltaxgroup.co.uk](mailto:ian@totaltaxgroup.co.uk).

In some cases, you may be entitled to assistance with your professional fees, particularly in relation to any investigation into your tax affairs by HMRC. Assistance may be provided through insurance policies you hold or

We agree to look into any complaint carefully and promptly and do everything reasonable to put it right

If you are still not satisfied you can refer your complaint to our professional bodies the Institute of Chartered Accountants England & Wales and the Chartered Institute of Taxation.

## 6. Confidentiality

Communication between us is confidential and we shall take all reasonable steps to keep confidential your information except where we are required to disclose it by law, by regulatory bodies, by our insurers or as part of an external peer review. Unless we are authorised by you to disclose information on your behalf this undertaking will apply during and after this engagement.

We may subcontract work on your affairs to other tax or accounting professionals. The subcontractors will be bound by our client confidentiality terms.

We reserve the right, for the purpose of promotional activity, training or for similar business purpose, to mention that you are a client. As stated above we will not disclose any confidential information.

## 7. Conflicts of Interest

We will inform you if we become aware of any conflict of interest in our relationship with you or in our relationship with you and another client. We have safeguards that can be implemented to protect the interests of different clients if a conflict arises. Where conflicts are identified which cannot be managed in a way that protects your interests then we regret that we will be unable to provide further services.

## 8. Data Protection

We will comply with the provisions of the General Data Protection Regulations when processing personal data about you, your directors and employees and your/their family/ies. In order to carry out the services of this engagement and for related purposes, such as updating and enhancing our client records, analysis for management purposes and statutory returns, legal and regulatory compliance and crime prevention, we may obtain, process, use and disclose personal data about you.

Our Privacy Notice is available on our website.

## 9. Disengagement

## 14. Interpretation

If any provision of this engagement letter or enclosed schedules is held to be void in the event of any conflict between these terms of business and the engagement letter or appendices, the relevant provision in the engagement letter or schedules will take precedence.

## 15. Internal disputes within a client

Should we have no contact from you for a period of one year or more we may issue a disengagement letter and thereafter cease to act.

## 10. Electronic and other communication

Unless you instruct us otherwise we may, where appropriate, communicate with you and with third parties via email or by other electronic means.

The recipient is responsible for virus checking emails and any attachments

With electronic communication there is a risk of non-receipt, delayed receipt, inadvertent misdirection or interception by third parties. We use virus-scanning software to reduce the risk of viruses and similar damaging items being transmitted through emails or electronic storage devices. However electronic communication is not totally secure and we cannot be held responsible for damage or loss caused by viruses nor for communications which are corrupted or altered after despatch. Nor can we accept any liability for problems or accidental errors relating to this means of communication especially in relation to commercially sensitive material. These are risks you must agree to bear in return for greater efficiency and lower costs. If you do not wish to accept these risks please let us know and we will communicate by paper mail, other than where electronic submission is mandatory.

Any communication by us with you sent through the post system is deemed to arrive at your postal address two working days after the day that the document was sent.

## 11. Fees and payment terms

Our fees depend not only upon the time spent on your affairs but also on the level of skill and responsibility and the importance and value of the advice that we provide, as well as the level of risk.

We will provide you with a quote of our fees in advance of undertaking the work which we will ask you to accept.

Where a quote is provided for annual ongoing work, we will review the original quote on an annual basis and agree any increase with you in writing.

If it becomes apparent to us, due to unforeseen circumstances, that a fee quote is inadequate, we reserve the right to notify you of a revised figure or range and to seek your agreement

acts or omissions of any other person or due to the provision to us of incomplete, misleading or false information or if they are caused by a failure to act on our advice or a failure to provide us with relevant information.

Exclusion of liability in relation to circumstances beyond our control

We will not be liable to you for any delay or failure to perform our obligations

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of its terms and no rights or benefits are conferred on any third party under the Contracts (Rights of Third Parties) Act 1999.

### 20. Period of engagement and termination

Unless otherwise agreed in the engagement covering letter our work will begin when we receive your implicit or explicit acceptance of that letter. Except as stated in that letter we will not be responsible for periods before that date.

Each of us may terminate this agreement by giving not less than 21 days notice in writing to the other party except where you fail to cooperate with us or we have reason to believe that you have provided us or HMRC with misleading information, in which case we may terminate this agreement immediately.

Termination will be without prejudice to any rights that may have accrued to either of us prior to termination.

In the event of termination of this contract, we will endeavour to agree with you the arrangements for the completion of work in progress at that time, unless we are required for legal or regulatory reasons to cease work immediately. In that event, we shall not be required to carry out further work and shall not be responsible or liable for any consequences arising from termination.

### 21. Professional rules and statutory obligations

We will observe and act in accordance with the bye-laws, regulations and ethical guidelines of the Institute Of Chartered Accountants England & Wales (ICAEW) [www.icaew.com](http://www.icaew.com) and the Chartered Institute of Taxation (CIOT) [www.tax.org.uk](http://www.tax.org.uk) and accept instructions to act for you on this basis.

In particular you give us the authority to correct errors made by HMRC where we become aware of them. We will not be liable for any loss, damage or cost arising from our compliance with statutory or regulatory obligations. You can see copies of these requirements at our offices.

### 22. Reliance on advice

We will endeavour to record all advice on important matters in writing. Advice given orally is not intended to be relied upon unless confirmed in writing. Therefore, if we provide oral advice (for example during the course of a meeting

or a telephone conversation) and you wish to be able to rely on that advice, you must ask for the advice to be confirmed by us in writing.

### 23. Retention of papers

You have a legal responsibility to retain documents and records relevant to your tax affairs. During the course of our work we may collect information from you and others relevant to your tax affairs. We will return any original documents to you if requested. Documents and records relevant to your tax affairs are required by law to be retained as follows:

Individuals, trustees and partnerships

- with trading or rental income: 5 years and 10 months after the end of the tax year;
- otherwise: 22 months after the end of the tax year

Companies, LLPs and other corporate entities 6 years from the end of the accounting period;

Whilst certain documents may legally belong to you we may destroy correspondence and other papers that we store, electronically or otherwise, which are more than 7 years old. You must tell us if you require the return or retention of any specific documents for a longer period.

### 24. Tax Enquiry Fee Protection Insurance

We provide a Tax Enquiry Fee Protection Service. The service is backed by an insurance policy under which we can claim the costs of defending you in HMRC tax enquiries.

The costs of dealing with HMRC tax enquiries are not included in our normal annual fees and clients who do not pay for the service will be charged the full amount of any such costs.

### 25. The Provision of Services Regulations 2009 ('Services Directive')

In accordance with our professional body rules, we are required to hold professional indemnity insurance.

In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our professional indemnity insurer is Brunel Professional Risks of St Thomas Court, Thomas Lane, Bristol, BS1 6JG [www.brunelpi.co.uk](http://www.brunelpi.co.uk). The territorial coverage is worldwide excluding professional business carried out from an office in the United States of America or Canada and excludes and action for a claim brought in any court in the United States of America or Canada.

### 26. The Total Tax Group:

**The Total Tax Group Limited** – company number 04834932 registered in England & Wales

**Total Tax and Accounts Limited** is a member of The Total Tax Group Limited Company number 08303115 registered in England & Wales. A member of the ICAEW Practice Assurance Scheme.

**Total Tax Consultancy Limited** is a member company of the Total Tax Group. Company number 08796040 registered in England & Wales. Registered with the CIOT as a firm of Chartered Tax Advisers.

**Total Probate and Estate Planning LLP** is part of the Total Tax Group of companies. Company number OC419659. Authorised by the Institute of Chartered Accountants in England and Wales to carry out the reserved legal activity of non-contentious probate work in England and Wales.

**Registered Office** for all Total Tax Group companies:

17 Glasshouse Studios, Fryern Court Road, Fordingbridge, SP6 1QX

**Principals/members** for all Total Tax Group companies:

**Sophia White CTA & Ian Sheekey FCA**

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