

## TERMS OF ENGAGEMENT

### SCHEDULE OF SERVICES

<b>Product:</b>	<b>Tradesman Protect Personal Tax Return</b>
<b>Supplier:</b>	Powered By Integra Limited, Trading As QAccounting Company Number: SC377917
<b>Supplier's Address:</b>	2nd Floor Thistle House, 24 Thistle Street, Aberdeen, Scotland, AB10 1XD
<b>Our Responsibilities To You:</b>	Provide Accounting and Tax Services, including: <ul style="list-style-type: none"><li>- If instructed by you, arrange insurance policy(ies) on a “non-advice” basis as an authorised agent of the Insurance Provider. The insurance policies which we can arrange are limited to those which are advertised on our website. Additional fees are payable for this service.</li><li>- Obtain HMRC Agent authorisation to deal with HMRC for Self-Assessment on your behalf.</li><li>- Review prior year self-assessment for income and balances brought forward.</li><li>- Review current year income and expenditure transactions.</li><li>- Prepare and submit a single Personal Tax Return</li><li>- Arrange Tax Enquiry Insurance (£50k) on a “non-advice” basis as an authorised agent of the Insurance Provider.</li></ul>
<b>Your Responsibilities To Us:</b>	Co-operate with us in all matters relating to the Accounting and Tax services, including but not limited to: <ul style="list-style-type: none"><li>- Keep us informed of current and future contact details, including a primary email address and telephone number for contact purposes, and respond promptly to requests for information.</li><li>- Retain all original bank statements, expense receipts and all business documentation for a minimum of six years to comply with HMRC requirements (unless requested by QA for us to prepare your annual accounts). Though certain documents may legally belong to you, we intend to destroy correspondence and other papers that we store which are more than six years old for current clients.</li><li>- Provide us, with all the information required in order for us to complete your personal tax return. You will keep us informed of material changes in your circumstances that could affect your tax liability. If you are unsure whether the change is material or not please let us know so that we can assess the significance.</li><li>- You are responsible for the completeness, accuracy and timely submission of information and the provision of proper explanations to us.</li><li>- To enable us to act as your appointed agent regarding HMRC we will require your consent (form 64-8).</li><li>- In the event that HMRC send any relevant correspondence directly to you please ensure this is forwarded to us.</li></ul>
<b>Charges:</b>	<ul style="list-style-type: none"><li>- Service Fees – From £161 including VAT in advance.</li><li>- Service Fees exclude activities not directly linked to your trade.</li><li>- Fees for additional services are reported in our Schedule of Fees.</li><li>- We reserve the right to charge additional fees if you unreasonably fail to fulfil your obligations.</li></ul>

	<ul style="list-style-type: none"><li>- Fees will be collected by us by electronic payment.</li><li>- We reserve the right to review and change our fees and the method of payment at any time.</li></ul>
<b>TERMS AND CONDITIONS</b>	<ul style="list-style-type: none"><li>- You agree to be bound by our Standard Terms and Conditions of Business and Privacy Policy as published on our website.</li></ul>

## **QACCOUNTING (Trading name of Powered By Integra Ltd)**

### **STANDARD TERMS AND CONDITIONS OF BUSINESS**

**These terms and conditions should be read alongside the privacy notice**

#### **1. Applicable law**

The Terms of Engagement, Standard Terms and Conditions of Business, and Privacy Policy are governed by, and should be construed in accordance with, the law and practice of Scotland. Each party agrees that the courts of Scotland 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 and verification**

**Chapter 2 As with other professional services firms, we are required to identify and verify our clients for the purposes of the UK anti-money laundering legislation. Save for exceptional circumstances, we cannot start work until this requirement has been met. We may request from you, and retain, such information and documentation as we require for these purposes and/or make searches of appropriate databases including ID verification software.**

We also have a duty to report to the NCA (National Crime Agency) if we know, or have reasonable cause to suspect, that you or anyone connected with your business are or have been involved in money laundering. Failure on our part to make a report where we have knowledge, or reasonable grounds for suspicion, would constitute a criminal offence. We are obliged by law to report any instances of money laundering to NCA without your knowledge or consent.

#### **3. Client money**

If we 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. The account will be operated and all funds dealt with in accordance with ACCA client money rules. QAccounting may receive interest over the course of an engagement as a result of holding client funds.

#### **4. Commissions and other benefits**

In some circumstances we may receive commissions and/or other benefits for introductions to other professionals or in respect of transactions that we arrange for you. The same will apply where the payment is made to or the transactions are arranged by a person or business connected with ours.

## **5. Complaints**

We are committed to providing a high standard of customer service. If you have any ideas as to how our service to you could be improved, or if you are dissatisfied with the service you are receiving, please let us know. We deeply regret any times where there is cause for complaint, if you are unhappy with the Services please contact your Client Manager in the first instance. In the event that you have a complaint, we will look into this carefully and promptly and do all we can to explain the position to you or address your concerns

## **6. Confidentiality**

Communication between us is confidential. We shall take all reasonable steps not to disclose your information except where we are required to and as set out in our privacy notice. Unless we are authorised by you to disclose information on your behalf, this undertaking will apply during and after this engagement.

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

You will not make or issue any public announcement or press release relating to our Terms of Engagement, our Standard Terms and Conditions of Business, our Privacy Policy, or the provision of the services (or allow such a public announcement or press release to be made) without our prior written consent.

## **7. Conflicts of interest**

If there is a conflict of interest in our relationship with you or in our relationship with you and another client that is capable of being addressed successfully by the adoption of suitable safeguards to protect your interests, then we will adopt those safeguards.

Where conflicts are identified that cannot be managed in a way that protects your interests, then we regret that we will be unable to provide further services. If this arises, we will inform you promptly. We reserve the right to act for other clients whose interests are not the same as or are adverse to yours, subject, of course, to the obligations of confidentiality referred to above.

## **8. Data protection**

You acknowledge that we will act in accordance with the privacy notice we have supplied to you.

## **9. Disengagement**

Should we resign or be requested to resign, we will normally issue a disengagement letter to ensure that our respective responsibilities are clear.

Should we have no contact with you for a period of three months or more, we may issue to your last known address a disengagement letter and thereafter cease to act.

We reserve the right following termination for any reason to destroy any of your documents that we have not been able to return to you after a period of six months unless other laws or regulations require otherwise.

## **10. Electronic and other communication**

As instructed, we will communicate with you and with any third parties you instruct us to as set out in our Terms of Engagement and Privacy Policy 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 that 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 accept 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 hard copy, other than where electronic submission is mandatory.

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

When accessing information held electronically by HMRC, we may have access to more information than we need and will only access records reasonably required to carry out the contract.

You are required to keep us up to date with accurate contact details at all times. This is important to ensure that communications and papers are not sent to the incorrect address.

## **11. Fees and payment terms**

Our fees may 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.

If we provide you with an estimate of our fees for any specific work, then the estimate will not be contractually binding unless we explicitly state that that will be the case.

Where requested, we may indicate a fixed fee for the provision of specific services or an indicative range of fees for a particular assignment. It is not our practice to identify fixed fees for more than a year ahead as such fee quotes need to be reviewed in the light of events. 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 thereto.

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 via membership of a professional or trade body. Other than where such insurance was arranged through us, you will need to advise us of any such insurance cover that you have. You will remain liable for our fees regardless of whether all or part are liable to be paid by your insurers.

We will bill monthly and fees will be collected by us from your company's business bank account by direct debit on the 15th day of that month. It is a requirement that all Clients agree to have a direct debit set up for payment of monthly service fees. Our fees are exclusive of VAT, which will be added where it is chargeable. Any disbursements we incur on your behalf and expenses incurred in the course of carrying out our work for you will be added to our invoices where appropriate.

Unless otherwise agreed to the contrary, our fees do not include the costs of any third party, counsel or other professional fees.

It is our normal practice to issue applications for payment when dealing with continuous or recurring work. The payment terms for applications for payment are the same as for invoiced fees. A VAT invoice will be issued to you upon receipt of your payment.

It is our normal practice to ask clients to pay by monthly direct debit and to periodically adjust the monthly payment by reference to actual billings.

You authorise us to settle our agreed fees from any money held on your behalf in the client account.

Where this contract exists between us and a purchaser acting in the course of a business, we reserve the right to charge interest on late-paid invoices at the rate of 8% above the Bank of England base rate under the Late Payment of Commercial Debts (Interest) Act 1998. We also reserve the right to suspend our services or to cease to act for you on giving written notice if payment of any fees is unduly delayed. We intend to exercise these rights only where it is fair and reasonable to do so.

If you do not accept that an invoiced fee is fair and reasonable you must notify us within 21 days of receipt, failing which you will be deemed to have accepted that payment is due.

On termination of the engagement you may appoint a new adviser. Where a new adviser requests professional clearance and handover information, we reserve the right to charge you a reasonable fee for the provision of handover information.

## **12. Implementation**

We will only assist with implementation of our advice if specifically instructed and agreed in writing.

## **13. Intellectual property rights**

We will retain all copyright in any document prepared by us during the course of carrying out the engagement save where the law specifically provides otherwise.

#### **14. Interpretation**

If any provision of our Terms of Engagement or Standard Terms and Conditions of Business is held to be void, then that provision will be deemed not to form part of this contract and the remainder of this agreement shall be interpreted as if such provision had never been inserted.

In the event of any conflict between these Standard Terms and Conditions of Business and the Terms of Engagement, the relevant provision in the Terms of Engagement will take precedence.

#### **15. Internal disputes within a client**

If we become aware of a dispute between the parties who own or are in some way involved in the ownership and management of a business client, it should be noted that where our client is the business, we would not provide information or services to one party without the express knowledge and permission of all parties. Unless otherwise agreed by all parties, we will continue to supply information to the registered office for the attention of the directors/principals. If conflicting advice, information or instructions are received from different directors/principals in the business, we will refer the matter back to the board of directors/the partnership/the LLP and take no further action until the board/partnership/LLP has agreed the action to be taken.

#### **16. Investment advice (including insurance mediation services)**

Investment business is regulated under the Financial Services and Markets Act 2000.

If, during the provision of professional services to you, you need advice on investments, including insurances, we may have to refer you to someone who is authorised by the Financial Conduct Authority or licensed by a designated professional body as we are not authorised to give such advice.

#### **17. Lien**

**Chapter 3 Insofar as we are permitted to do so by law or professional guidelines, we reserve the right to exercise a lien over all funds, documents and records in our possession relating to all engagements for you until all outstanding fees and disbursements are paid in full.**

## Chapter 4 **18. Limitation of liability**

We will provide our services with reasonable care and skill. Our liability to you is limited to losses, damages, costs and expenses directly caused by our negligence, fraud or wilful default.

### *Exclusion of liability for loss caused by others*

We will not be liable if such losses, penalties, interest or additional tax liabilities are caused by the 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.

In particular, where we refer you to another firm whom you engage with directly, we accept no responsibility in relation to their work and will not be liable for any loss caused by them.

### *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 under this engagement letter if the delay or failure is caused by circumstances outside our reasonable control.

### *Exclusion of liability relating to non-disclosure or misrepresentation*

We will not be responsible or liable for any loss, damage or expense incurred or sustained if information material to the service we are providing is withheld or concealed from us or misrepresented to us.

This exclusion shall not apply where such misrepresentation, withholding or concealment is or should (in carrying out the procedures that we have agreed to perform with reasonable care and skill) have been evident to us without further enquiry beyond that which it would have been reasonable for us to have carried out in the circumstances.

### *Indemnity for unauthorised disclosure*

You agree to indemnify us and our agents in respect of any claim (including any claim for negligence) arising out of any unauthorised disclosure by you or by any person for whom you are responsible of our advice and opinions, whether in writing or otherwise. This indemnity will extend to the cost of defending any such claim, including payment at our usual rates for the time that we spend in defending it.

### *Limitation of aggregate liability*

Our aggregate liability arising from or in connection with the provision of the services, however caused including, without limitation, by our negligence (but not by our fraud or fraudulent misrepresentation) shall be limited to the sum of one million pounds sterling (£1,000,000). This sum shall be the maximum aggregate liability of this company, its directors, agents, and employees to all persons to whom the engagement letter is addressed and also any other person that we have agreed with you may rely on our work.

You have agreed that you will not bring any claim of a kind that is included within the subject of the limit against any of our directors, agents, or employees on a personal basis.

## **19. Limitation of third-party rights**



The advice and information we provide to you as part of our service is for your sole use and not for any third party to whom you may communicate it unless we have expressly agreed in the Terms of Engagement that a specified third party may rely on our work. We accept no responsibility to third parties, including any group company to whom the Terms of Engagement is not addressed, for any advice, information or material produced as part of our work for you that you make available to them. A party to this agreement is the only person who has the right to enforce any of its terms, and no rights or benefits are conferred on any third party under the Contracts (Rights of Third Parties) Act 1999.

## Chapter 5 **20. Period of engagement and termination**

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

Each of us may terminate this agreement by giving 7 days' notice in writing to the other party, except where you fail to cooperate with us, fail to pay taxes due, 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.

If you engage us for a one-off piece of work (for example, advice on a one-off transaction or preparation of a tax return for one year only), the engagement ceases as soon as that work is completed. The date of completion of the work is taken to be the termination date, and we owe you no duties and we will not undertake further work beyond that date.

Where recurring work is provided (for example, ongoing compliance work such as the completion of annual tax returns), the engagement ceases on the relevant date in relation to the termination as set out above. Unless immediate termination applies, in practice this means that the relevant termination date is:

- 7 days after the date of notice of termination or
- a later agreed date.

We owe you no duties beyond the date of termination and will not undertake any further work.

## **21. Professional body rules**

You are responsible for bringing to our attention any errors, omissions or inaccuracies in your returns that you become aware of after the returns have been submitted, in order that we may assist you to make a voluntary disclosure.

In particular, you give us the authority to correct errors made by HMRC where we become aware of them. In addition, we will not undertake tax planning that breaches Professional Conduct in Relation to Taxation. We will therefore comply with the general anti-abuse rule and the targeted anti-avoidance rule. 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.

## Chapter 6 **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. However, bear in mind that advice is only valid at the date it is given.

## Chapter 7 **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.

When we cease to act for you, we will seek to agree the position on access to cloud-accounting records to ensure continuity of service. This may require you to enter direct engagements with the software providers and pay for that service separately. 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: five 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

- six years from the end of the accounting period.

While certain documents may legally belong to you, we may destroy correspondence and other papers that we store, electronically or otherwise, which are more than seven years old. This includes your documents if they have not been reclaimed by you within the seven-year period. You must tell us if you require the return of any specific document or their retention for a longer period.

You should retain documents that are sent to you by us as set out in the privacy notice, which should be read alongside these terms and conditions.

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

We are required to hold professional indemnity insurance. Details about the insurer and coverage can be found at our offices or by request from us.