Standard Terms of Business

Version 1.1 | 27 October 2026 | Final

1. How these terms work

These terms apply to services supplied by Ankr Accountancy Limited (Ankr, we, us) to the client named in our engagement letter (you). The engagement letter and its service schedules describe what we will do, what you will pay and any specific deadlines. If there is a conflict, the engagement letter takes priority. We will agree material changes in writing.

2. Our work

We will provide the agreed services with reasonable care and skill and follow applicable professional and legal requirements. We do not audit or independently verify information unless we expressly agree to do so. We do not provide legal, investment or regulated financial advice under these terms. Advice relates to the facts and law at the time and is for your use only.

3. Your responsibilities

You remain responsible for running your business, maintaining complete and accurate records, approving accounts and returns, and paying taxes on time. Please give us accurate information promptly, tell us about relevant changes and check documents before approval. We are not responsible for delays caused by missing or late information, except where our own failure contributes to the loss. We will tell you when information is needed and flag significant issues we identify in the agreed work.

4. Deadlines and filings

We will agree which filings we handle and what information we need. We submit documents only once we have the required information, authorisation and approval. You remain responsible for payments to HMRC and other authorities unless we expressly agree otherwise. We cannot guarantee that a filing will be accepted by a public authority.

5. Fees and payment

Our engagement letter sets out the fee, billing frequency and VAT treatment. Additional or out-of-scope work requires your agreement before we charge for it. Invoices are payable within 14 days unless we agree otherwise. If an invoice is overdue, we may pause work after giving reasonable notice, where lawful and without breaching our professional duties. We will explain any proposed fee increase before it takes effect.

6. Confidentiality and data

We keep client information confidential, except where disclosure is authorised, needed to deliver the services, or required or permitted by law or professional rules. We may use suitable software, secure cloud providers and subcontractors subject to appropriate confidentiality and data

protection safeguards. Our Privacy Notice explains how we handle personal information. We may be legally prevented from telling you about certain disclosures.

7. Anti-money laundering checks

We must complete identity and other checks under anti-money laundering rules. We may request identification, ownership details and information about funds or transactions. If checks cannot be completed, we may be unable to start or continue work. We may have legal duties to report concerns without notifying you.

8. Liability and fair limits

We are responsible for losses caused by our failure to use reasonable care and skill, subject to the lawful limits agreed below. Our total liability for all claims arising from the services under an engagement, whether in contract, negligence or otherwise, will not exceed the amount expressly agreed in the engagement letter. This is one overall cap for that engagement, not a separate cap for each claim. Any cap must be fair and reasonable, considering the work, foreseeable risks, fees and available insurance. If the engagement letter does not specify a cap, these terms do not impose one.

We are not responsible for losses caused by inaccurate or incomplete information you provide, or by your failure to act on our advice, except to the extent our own failure contributed to the loss. We are not liable for losses that were not reasonably foreseeable when we agreed the engagement. Nothing excludes or limits liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or anything else that cannot lawfully be excluded or limited. Your statutory consumer rights, where applicable, remain unaffected.

9. Third parties

Our work is prepared for the client named in the engagement letter. No other person may rely on it without our written agreement. This does not restrict any rights that cannot lawfully be excluded. We may correspond with your authorised representatives and relevant authorities as needed for the agreed services.

10. Conflicts and independence

Please tell us about any actual or possible conflict of interest. If a conflict arises, we will assess whether we can continue under our professional obligations. We may need your informed consent or may have to stop acting.

11. Electronic communication

We normally communicate by email and secure digital services. These carry some security risks. Please tell us promptly if your contact details change or you suspect a message is fraudulent. We will use reasonable safeguards but cannot promise that ordinary email is risk-free.

12. Records and ownership

Your original records remain yours. We may retain copies as required by law, professional standards and our retention policy. Our internal working papers remain ours unless the law or a written

agreement says otherwise. We will reasonably assist with a handover, subject to lawful rights and duties.

13. Complaints

If you are unhappy with our service, please email mario@ankraccountancy.uk with the details. We aim to acknowledge complaints within five working days and provide a written response within 20 working days. If we need longer, we will explain why and give you an updated timescale. If the matter remains unresolved, you may raise a complaint with ICAEW, subject to its complaints procedures and remit. Details are available at icaew.com.

14. Professional indemnity insurance

We maintain professional indemnity insurance in line with applicable ICAEW requirements. Insurer: Hiscox Insurance Company Limited. Policy number: PL-PSC10003771386/02. Territorial coverage: £250,000. You can request further details from mario@ankraccountancy.uk. Insurance does not increase or replace any lawful liability limit agreed in your engagement letter.

15. Ending the engagement

Either party may end the engagement by written notice. We may stop immediately where law, regulation, a serious conflict or a material breach requires it. We will explain outstanding work, deadlines and fees as far as we lawfully can. You must pay for agreed work properly completed up to the end date. Ending the engagement does not remove accrued rights or duties of confidentiality.

16. Governing law and jurisdiction

These terms are governed by the law of England and Wales, subject to any mandatory consumer protections. The courts of England and Wales have jurisdiction, subject to any mandatory rules that apply.