Company Registration No. 1994696

Charles Taylor Adjusting Limited

Report and Financial Statements

31 December 2011

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Report and financial statements 2011

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Report and financial statements 2011

Officers and professional advisers

Directors

J McMahon (resigned 9th November 2011)
A K Clarke (resigned 9th November 2011)
T D Ely
C S Oliver (resigned 23rd March 2012)
G W Fitzsimons (appointed 23rd March 2012)

Secretary

Charles Taylor Administration Services Limited (appointed 24th January 2011) I J Keane (resigned 24th January 2011)

Registered Office

Standard House 12-13 Essex Street London WC2R 3AA

Bankers

National Westminster Bank Plc 116 Fenchurch Street London EC3M 5AN

Solicitors

Freshfields Bruckhaus Deringer 65 Fleet Street London EC4Y 1HS

Auditor

Deloitte LLP Chartered Accountants and Statutory Auditor 2 New Street Square London EC4A 3BZ

Directors' report

The directors present their annual report and the audited financial statements for the year ended 31 December 2011

Business review

The principal activity of the company during the year was loss adjusting in the energy, aviation, marine and non marine sectors

The results were ahead of 2010 with new instructions for both energy and marine divisions which contributed positively to the overall result. Marine average adjusting had a positive year against a background of difficult shipping market conditions. The opening of the office in Geneva proved to be successful with a strong result.

During the year, we invested in the training of our staff and growth through new employees, supported by a new graduate training scheme aimed at developing the next generation of both marine average adjusters and loss adjusters

The aviation business continued to lack the level of activity that we have seen over prior years, notably on the hull claims, however overseas offices are seeing a more active market. Non marine property instructions are still below earlier levels due to fewer current projects as a result of the recession. The non marine division still produced a good result, doing well in other areas such as financial institutions and professional indemnity.

The company's results are shown on page 8 and are after management charges from a fellow group undertaking which were at a higher level than in 2010

The board uses a range of key performance indicators to measure past performance and as a basis for future business planning. These include financial performance against budget, fee-earner productivity, number of new instructions, value and ageing of work-in-progress and debtors and cash collections.

The financial risks and uncertainties facing the company are described below under 'Use of financial instruments'. In addition to these financial risks the company is exposed to legal and commercial risks. The failure to carry out the provision of services with care and efficiency could cause financial loss through loss of contracts or claims for damages. Professional indemnity insurance provides some protection and there are comprehensive policies, procedures and training to minimise the risk.

Lack of business continuity risks and/or the failure of information technology systems are further risks faced by the company and these are managed by business continuity plans and having appropriate support arrangements in place

The company employs highly specialised senior staff who are difficult to replace and their loss might result in adverse financial consequences for the company. Suitable measures exist to encourage staff retention, for example relating to career opportunities, remuneration and working conditions.

Dividends

The directors do not recommend the payment of a dividend for the year ended 31 December 2011 (2010 - £nil)

Use of financial instruments

The company is exposed to financial risk through its financial assets and its financial liabilities. The most important components of financial risk are interest rate risk, currency risk, credit risk and liquidity risk. The company does not use hedging or adopt hedge accounting for any type of transactions.

Directors' report (continued)

Use of financial instruments (continued)

Interest rate risk

The company is exposed to interest rate risk in relation to its bank balances and overdrafts although the risk is not considered to be material to the company

Currency risk

The company is exposed to currency risk in respect of fees it issues to clients in currencies other than Sterling as the rate of exchange can fluctuate between the date the fees are earned and payment is ultimately received. The most significant currency to which the company is exposed is the US Dollar. The group's treasury function takes out contracts to manage this risk at group level on the company's behalf

Credit risk

Credit risk is the risk that a counterparty will be unable to pay amounts in full when due. The main area where the company is exposed to credit risk is in relation to fees due from clients. The company seeks to minimise this risk by having appropriate engagement acceptance procedures and agreed terms of engagement and payment and also by maintaining good credit control processes.

The company is also exposed to credit risk in relation to amounts due from group companies. The risk in relation to these balances being irrecoverable is not considered to be material.

Liquidity risk

Liquidity risk is the risk that cash may not be available to pay obligations when due. The company seeks to mitigate this risk by maintaining sufficient cash to meet its obligations as they fall due either from its own resources or, if not sufficient, by way of funding from other group companies

Going concern

The directors have acknowledged the guidance on going concern (see note1) Whilst the continuing weak economic background has created general uncertainty, the directors have identified and considered the anticipated main areas of risk and believe that the company is well placed to manage these successfully Accordingly, they continue to adopt the going concern basis in preparing the financial statements

Directors

The directors who served throughout the year except as noted, and the present membership of the board are shown on page 1

Directors' report (continued)

Auditor

Each of the persons who is a director at the date of approval of this report confirms that

- so far as the director is aware, there is no relevant audit information of which the company's auditor is unaware,
- the director has taken all the steps that he/she ought to have taken as a director in order to make himself/herself aware of any relevant audit information and to establish that the company's auditor is aware of that information

This confirmation is given and should be interpreted in accordance with the provisions of s418 of the Companies Act 2006

Deloitte LLP have expressed their willingness to be reappointed for another term and appropriate arrangements have been put in place for them to be reappointed as auditor in the absence of an annual general meeting

Approved by the board of directors and signed on behalf of the board

Charles Taylor Administration Services Limited

Secretary

2012

Directors' responsibilities statement

The directors are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulations

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these financial statements, the directors are required to

- select suitable accounting policies and then apply them consistently,
- make judgments and accounting estimates that are reasonable and prudent,
- state whether applicable UK Accounting Standards have been followed, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent auditor's report to the member of Charles Taylor Adjusting Limited

We have audited the financial statements of Charles Taylor Adjusting Limited for the year ended 31 December 2011 which comprise the profit and loss account, the balance sheet, statement of changes in shareholder's funds and the related notes 1 to 17 The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

This report is made solely to the company's member, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's member those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's member as a body, for our audit work, for this report, or for the opinions we have formed

Respective responsibilities of directors and auditor

As explained more fully in the directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practice Board's Ethical Standards for Auditors.

Scope of the audit of financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the directors, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the annual report to identify material inconsistences with the audited financial statements. If we become aware of any apparent material misstatements or inconsistancies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements

- give a true and fair view of the state of the company's affairs as at 31 December 2011 and of its profit for the year then ended,
- · have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006

Opinion on other matter prescribed in the Companies Act 2006

In our opinion the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements

Independent auditors' report to the member of Charles Taylor Adjusting Limited (continued)

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us, or
- the financial statements are not in agreement with the accounting records and returns, or
- · certain disclosures of directors' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit

Alexander Arterton BSc ACA (Senior Statutory Auditor)

for and on behalf of Deloitte LLP

Chartered Accountants and Statutory Auditor

London, United Kingdom

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Profit and loss account Year ended 31 December 2011

	Notes	2011 £	2010 £
Turnover		22,101,768	20,872,775
Operating costs		(22,317,606)	(21,401,360)
Operating loss	2	(215,838)	(528,585)
Bank interest receivable		276	-
Interest payable and similar charges	3	(851)	(3,094)
(Loss)/profit on disposal of fixed assets	4	(12,513)	15,909
Dividends from group undertakings		57,205	112,976
Loss on ordinary activities before taxation		(171,721)	(402,794)
Tax credit on loss on ordinary activities	5	180,015	140,540
Profit/(loss) on ordinary activities after taxation		8,294	(262,254)
			

All activities derive from continuing operations

There are no recognised gains or losses other than the profit for the current and the loss for the prior financial years Accordingly, no statement of total recognised gains and losses is given

The accompanying notes 1 to 17 form an integral part of the financial statements

Balance sheet At 31 December 2011

	Notes	2011 £	2010 £
Fixed assets			
Intangible assets			
Goodwill	6	230,911	230,911
Negative goodwill	6	(55,098)	(55,098)
		175,813	175,813
Tangible assets	7	58,101	83,311
Investments	8	30,172,258	1,857,262
		30,406,172	2,116,386
Current assets			
Debtors	9	55,737,347	58,267,145
Cash at bank and in hand		2,069,540	750,598
		57,806,887	59,017,743
Creditors amounts falling due	4.0	(0= =00 == ()	
within one year	10	(87,709,734)	(60,648,708)
Net current liabilities		(29,902,847)	(1,630,965)
Total assets less current liabilities		503,325	485,421
Creditors amounts falling due after more			
than one year	11	(16,595)	(6,985)
Net assets		486,730	478,436
Capital and reserves			
Called up share capital	13	350,000	350,000
Profit and loss account	14	136,730	128,436
Shareholder's funds		486,730	478,436

The accompanying notes 1 to 17 form an integral part of the financial statements

The financial statements of Charles Taylor Adjusting Limited (registered number 1994696) were approved by the board of directors on 25 July 2012

They were signed on its behalf by

G W Fitzsimons

Director

Statement of changes in shareholder's funds Year ended 31 December 2011

	2011 £	2010 £
Shareholder's funds at the beginning of the year	478,436	740,690
Profit/(loss) for the financial year	8,294	(262,254)
Shareholder's funds at the end of the year	486,730	478,436

The accompanying notes 1 to 17 form an integral part of the financial statements

1. Accounting policies

The financial statements are prepared in accordance with applicable United Kingdom law and accounting standards. The particular accounting policies adopted are summarised below. They have all been applied consistently throughout the year and the preceding year.

Basis of accounting

The financial statements have been prepared under the historical cost convention

Going concern

In light of the net current liabilities position of the company, the company has obtained the support of its ultimate parent company Charles Taylor plc (formerly Charles Taylor Consulting plc) to provide adequate liquid resources enabling it to meet its obligations for the next 12 months. Accordingly, the accounts have been prepared on the going concern basis. This is discussed in the directors' report on page 3.

Consolidation

The company has taken advantage of the exemption not to produce group accounts available under section 400 of the Companies Act 2006 and Financial Reporting Standard No 2 "Accounting for Subsidiary Undertakings" as it is consolidated in the financial statements of the parent entity Charles Taylor plc These financial statements therefore present information about the company as an individual undertaking and not as a group

Turnover

Turnover is net of value added tax and other sales related taxes and includes the value of income and unbilled work in progress at realisable value when, and to the extent that, the company obtains the right to consideration for such income and work in progress. Turnover is derived from the UK and arises from one principal activity, the provision of loss adjusting and claims handling services.

Intangible assets

On the acquisition of a business, including an interest in an associated undertaking, fair values are attributed to the company's share of net separable assets. Where the cost of acquisition exceeds the values attributable to such net assets, the difference is treated as purchased goodwill, and is capitalised and is not subject to routine amortisation. Conversely, where the cost of acquisition is less than the values attributed, the difference is treated as negative goodwill, is capitalised and not subject to routine amortisation. A review has been performed which confirmed that there has been no impairment to the goodwill during the financial year

Tangible fixed assets

The company selects its depreciation rates carefully and reviews them regularly to take account of any changes in circumstances. Depreciation is provided on cost in equal annual instalments over the estimated useful lives of the assets. These are estimated to be as follows.

Computer equipment4 yearsMotor vehicles4 yearsOffice equipment5 years

Land and buildings Over the lease term

1 Accounting policies (continued)

Cash flow statement

The company availed itself of the exemption under Financial Reporting Standard 1 (Revised) 1996 on 'Cash Flow Statements' on the grounds that it is a wholly-owned subsidiary undertaking whose ultimate parent prepares a group cash flow statement in its financial statements. As such, no cash flow statement is presented

Taxation

Current tax, including UK corporation tax, is provided at amounts expected to be paid (or recovered) using the tax rates and laws that have been enacted or substantively enacted by the balance sheet date. Deferred taxation is provided in full on timing differences that result in an obligation at the balance sheet date to pay more tax, or a right to pay less tax, at a future date, at rates expected to apply when they crystallise based on current tax rates and law. Timing differences arise on the inclusion of items of income and expenditure in taxation computations in periods different from those in which they are included in the financial statements.

Deferred tax assets are recognised to the extent that it is regarded more likely than not they will be recovered Deferred tax assets and liabilities are not discounted

Foreign exchange

Transactions denominated in foreign currencies are translated into sterling at the rates ruling at the dates of the transactions. Monetary assets and liabilities denominated in foreign currencies at the balance sheet date are translated at the rates ruling at that date. Translation differences are dealt with in the profit and loss account.

Leases

Assets held under finance leases are capitalised at their fair value on the inception of the lease and depreciated over their estimated useful lives. The amounts by which the lease payments exceed the recorded lease obligations are treated as finance charges which are allocated over the period of the lease on a reducing balance basis. Rental costs under operating leases are charged to the profit and loss account in equal amounts over the period of the leases.

Pensions

The amount charged to the profit and loss account represents the contributions payable to defined contribution pension schemes and individual personal pension schemes for certain individuals. The assets of the scheme are held separately from those of the company in independently administered funds.

2 Operating loss

Operating loss is stated after charging/(crediting)

	2011	2010
	£	£
Rentals under operating leases		
- Land and buildings	47,343	45,095
- Other assets	104	810
Depreciation of tangible fixed assets		
Owned assets	23,887	39,665
Assets held under finance leases	17,646	29,240
Auditor's remuneration		
- Audit fees	88,000	84,012
Losses/(gains) on foreign exchange	37 966	(20,445)
- -		

2010

Information regarding directors and employees

Charles Taylor Administration Services Limited, the group service company and a fellow subsidiary undertaking, employs all staff Staff costs for those employees who work on activities conducted by Charles Taylor Adjusting Limited are recharged to the company The amounts recharged and the numbers of staff are shown below

Staff costs during the year (including directors):

	2011 £	2010 £
Wages and salaries	9,470,180	9,225,942
Social security costs Pension costs – defined contribution	984,197 1,203,335	940,480 1,153,764
	11,657,712	11,320,186
	No.	No.
Average number of staff employed	134	132
Directors' remuneration:		
	2011 £	2010 £
Emoluments	485,848	565,089
Pension costs - defined contribution	41,373	43,011
	527,221	608,100

Two (2010- two) of the directors are members of defined contribution schemes, which the company contributes to on their behalf. The details of the schemes are disclosed in the financial statements of Charles Taylor plc (formally Charles Taylor Consulting plc)

The emoluments of the highest paid director were as follows

3.

	2011 £	2010 £
Emoluments Pension costs - defined contribution	291,887 26,903	330,436 30,450
	318,790	360,886
Interest payable and similar charges		
	2011 £	2010 £
Finance lease interest Other interest	831	2,160 934
	851	3,094

4. (Loss)/profit on disposal of fixed assets

		2011 £	2010 £
	Profit on sale of tangible assets	18,197	15,909
	Loss on sale of investments (note 8)	(30,710)	
		(12,513)	15,909
5.	Tax credit on loss on ordinary activities		
	The tax credit comprises	2011 £	2010 £
	Corporation tax		
	Current year	205,537	137,718
	Adjustment in respect of prior years	-	(15,570)
		205,537	122,148
	Deferred tax		
	Fixed asset timing differences	(25,522)	18,392
	Tax credit on loss on ordinary activities	180,015	140,540

The differences between the total current tax shown above and the amount calculated by applying the standard rate of UK corporation tax to the loss before tax are as follows

2011 £	2010 £
(171,721)	(402,794)
45,506	112,782
(52,060)	(40,812)
199,762	51,451
11,799	14,297
-	(15,570)
530	-
205,537	122,148
	£ (171,721) 45,506 (52,060) 199,762 11,799 530

6. Intangible assets

Goodwill	Positive goodwill £	Negative goodwill £	Total
Cost At 1 January 2011 and 31 December 2011	461,823	(330,583)	131,240
Impairment provision / written back At 1 January 2011 and 31 December 2011	(230,912)	275,485	44,573
Net book value At 31 December 2010 and 31 December 2011	230,911	(55,098)	175,813

The board is required to consider annually the useful economic life of goodwill. Each of the acquisitions made by the company provides claims and consultancy services to the insurance industry. These businesses are well established, occupy strong positions in their market places and are expected to be durable. Therefore the board believes that an indefinite economic life should be attributed to goodwill. Accordingly, goodwill is not subject to routine amortisation but is reviewed annually for evidence of impairment.

This is a departure from section 382(6) to the Companies Act 2006, however departure from specific requirements such as this one is permitted by companies legislation in exceptional circumstances where it is necessary for the overriding purpose of providing a true and fair view. Accordingly, the board has limited the circumstances in which it proposes that goodwill is not amortised to those circumstances where systematic amortisation would not provide a true and fair view. It has also incorporated within the disclosure requirements the disclosures that are required by companies legislation where advantage has been taken of the true and fair override provisions.

7. Tangible assets

Computer equipment £	Motor vehicles £	Office equipment £	Total £
48,263	136,892	162,785	347,940
•	27,992	383	28,375
(3,900)	(87,687)	(32,874)	(124,461)
44,363	77,197	130,294	251,854
33,244	78,477	152,908	264,629
5,496	30,164	5,873	41,533
(3,900)	(75,635)	(32,874)	(112,409)
34,840	33,006	125,907	193.753
9,523	44,191	4,387	58,101
15,019	58,415	9,877	83,311
	48,263 (3,900) 44,363 33,244 5,496 (3,900) 34,840	equipment £ vehicles £ 48,263 136,892 27,992 (3,900) (87,687) 44,363 77,197 33,244 78,477 5,496 30,164 (3,900) (75,635) 34,840 33,006 9,523 44,191	equipment vehicles equipment 48,263 136,892 162,785 - 27,992 383 (3,900) (87,687) (32,874) 44,363 77,197 130,294 33,244 78,477 152,908 5,496 30,164 5,873 (3,900) (75,635) (32,874) 34,840 33,006 125,907 9,523 44,191 4,387

7 Tangible assets (continued)

Included in the amounts for motor vehicles above are the following amounts held under finance leases

			Motor vehicles £
	Cost		
	At 1 January 2011		117,120
	Additions		27,992
	Disposals		(20,054)
	Transfer to non-finance lease		(47,700)
	At 31 December 2011		77,358
	Depreciation		
	At 1 January 2011		73,655
	Charge for year		17,646
	Disposals		(18,383)
	Transfer to non-finance lease		(39,751)
	At 31 December 2011		33,167
	Net book value		
	At 31 December 2011		44,191
	At 31 December 2010		43,465
8.	Investments		
		2011 £	2010 £
	Cost		-
	At 1 January	2,015,260	1,908,735
	Additions	28,317,000	106,525
	Disposals	(2,004)	
	At 31 December	30,330,256	2,015,260
	Provision		
	At 1 January and 31 December	157,998	157,998
	Net book value		
	At 31 December	30,172,258	1,857,262

8. Investments (continued)

The company's principal subsidiary undertakings are set out below

Name of undertaking Charles Taylor Adjusting SARL	Country of incorporation France	Activity Loss adjusting & risk services	Percentage of ordinary shares and voting rights held 100%
Charles Taylor Holdings BV	Netherlands	Holding company	100%
Charles Taylor Adjusting Qatar	Qatar	Loss adjusting Non Marine	60%
Charles Taylor Aviation (Asset Management) Limited	Great Britain	Aviation asset management consultancy	100%

The company disposed of 100% of its holding in ASG (Aircraft Trading) limited, Aviation Support Group limited and Charles Taylor Adjusting S L, all for £nil consideration during the period

On 30 September 2011, Charles Taylor Holdings BV was transferred from a fellow group undertaking for consideration of £28 3m, financed by a loan The consideration represents fair value as determined by the directors

9. Debtors - due within one year

		2011 £	2010 £
	Trade debtors	8,842.889	9,792,038
	Amounts owed by group undertakings	34,608,869	36,814,778
	Prepayments and accrued income	12,042,406	11,523,144
	Other debtors	168,569	40,897
	Corporation tax	9,681	5.833
	Deferred tax – fixed asset timing differences	64,933	90,455
		55,737,347	58,267,145
10.	Creditors: amounts falling due within one year		
		2011	2010
		£	£
	Bank overdraft	32,216	166,598
	Trade creditors	559,344	821,351
	Obligations under finance leases (note 12)	15,075	15,718
	Amounts owed to group undertakings	85,932,998	58,657,840
	Other taxation and social security	331,792	336,635
	Other creditors	627,278	451,728
	Accruals and deferred income	211,031	198,838
		87,709,734	60,648,708

11.	Creditors: amounts falling due after more than one year		
		2011 £	2010 £
	Obligations under finance leases (note 12)	16,595	6,985
12.	Obligations under finance leases		
		2011 £	2010 £
	Finance leases are analysed as follows		
	Amounts payable	16,206	16,452
	Within one year Between two and five years	17,342	7,158
		33,548	23,610
	Less finance charges allocated to future periods	(1,878)	(907)
		31,670	22,703
13.	Share capital		
		2011 £	2010 £
	Allotted, called up and fully paid:		
	350,000 ordinary shares of £1 each	350,000	350,000
14.	Profit and loss account		
		2011 £	2010 £
	At beginning of year	128,436	390,690
	Profit/(loss) for the financial year	8,294	(262,254)
	At end of year	136,730	128,436

15. Operating lease commitments

Annual commitments under non-cancellable operating leases are as follows

	Land and buildings		Other	
Leases which expire:	2011 £	2010 £	2011 £	2010 £
Between two and five years After five years	45,095	45,095	425	1,020
	45,095	45,095	425	1,020

16. Related parties

As the company is a wholly-owned subsidiary of Charles Taylor plc (formerly Charles Taylor Consulting plc) advantage has been taken of the paragraph 3(c) exemption under Financial Reporting Standard No 8 not to separately disclose transactions with other group companies. There are no additional transactions or balances requiring disclosure

17. Ultimate parent company and controlling party

The immediate parent company is The Richards Hogg Lindley Group Limited, incorporated in Great Britain. The ultimate parent and controlling company is Charles Taylor plc (formerly Charles Taylor Consulting plc), a company incorporated in Great Britain and registered in England and Wales. Charles Taylor plc is the parent undertaking of the largest and smallest group of undertakings of which the company is a member and for which group financial statements are produced. Copies of the group accounts of that company are publicly available from the Registrar of Companies, Companies House, Crown Way, Maindy, Cardiff, CF14 3UZ.