GROUPAMA UK SERVICES LIMITED (Registered No: 3115739) FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2004



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# **Directors' Report**

The Directors of Groupama UK Services Limited present their Report and the audited Financial Statements for the year ended 31 December 2004.

## **Principal activity**

The principal activity of the Company has been the provision of management services to Groupama Insurance Company Limited and its subsidiary undertakings. The Company also incurs costs on behalf of Minster Management Services Limited, which is a fellow subsidiary undertaking. These costs are recovered from Minster Management Services Limited on a monthly basis. The Directors do not foresee any change to the activity of the Company.

## Results and dividends

The results for the year are set out on page 5. The Directors do not propose a dividend in 2004 (2003: £nil).

#### **Directors**

The Directors currently holding office are:

P. Lefèvre

Chairman and Chief Executive

F-X.B. Boisseau

ı Managing Director

P.W. Picknett R. L. Sampson

They have all held office throughout the year.

T.H. Bishop served as a Director until his resignation on 31 January 2004.

None of the Directors holding office at the year end had an interest in the shares of the Company or any other Group company.

None of the Directors are remunerated for their services to the Company.

#### **Employees**

The Company's policy is to give opportunities for employment of and progression to disabled people, with due allowance being given to the nature and extent of the disability and to provide information on matters of concern via the intranet, briefing meetings and the Staff Consultation Committee.

#### Payment to suppliers

The Company agrees payment terms with its suppliers when it enters into binding contracts. It seeks to abide by the payment terms agreed with suppliers whenever it is satisfied that the supplier has provided the goods or services in accordance with the agreed terms and conditions. The Company does not have a standard or code which deals specifically with the payment of suppliers.

Trade creditor days of the Company for the year ended 31 December 2004 were 0.7 working days (2003: 1.8 working days), based on the ratio of Company trade creditors at the end of the year to the amounts invoiced during the year by trade creditors.

# **Directors' Report (continued)**

## Statement of Directors' Responsibilities

Company law requires the Directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Company and of the profit or loss for that period. In preparing those financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently, with the exception of changes arising on the adoption of new accounting standards in the year;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departure disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Directors confirm that the Financial Statements comply with the above requirements.

The Directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Company and to enable them to ensure that the financial statements comply with the Companies Act 1985. 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.

# **Auditors**

PricewaterhouseCoopers LLP have expressed their willingness to continue in office as auditors and accordingly a resolution to propose their reappointment will be submitted at the Annual General Meeting.

By order of the Board

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R. Whitfield-Jones Secretary

18 May 2005

Groupama House 24-26 Minories London EC3N 1DE

# **Independent Auditors' Report**

## Independent auditors' report to the members of Groupama UK Services Limited

We have audited the Financial Statements on pages 5 to 16 which have been prepared in accordance with the accounting policies set out on pages 7 and 8.

## Respective responsibilities of Directors and auditors

The Directors' responsibilities for preparing the annual report and the Financial Statements in accordance with applicable United Kingdom law and accounting standards are set out in the Statement of Directors' Responsibilities on page 3.

Our responsibility is to audit the Financial Statements in accordance with relevant legal and regulatory requirements and United Kingdom Auditing Standards issued by the Auditing Practices Board. This opinion has been prepared for and only for the Company's members in accordance with Section 235 of the Companies Act 1985 and for no other purpose. We do not, in giving this opinion, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or in to whose hands it may come save where expressly agreed by our prior consent in writing.

We report to you our opinion as to whether the Financial Statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you if, in our opinion, the Directors' report is not consistent with the Financial Statements, if the Company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding Directors' remuneration and transactions is not disclosed.

We read the other information contained in the annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the Financial Statements. The other information comprises only the Directors' report.

#### Basis of audit opinion

We conducted our audit in accordance with auditing standards issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the Financial Statements. It also includes an assessment of the significant estimates and judgements made by the Directors in the preparation of the Financial Statements, and of whether the accounting policies are appropriate to the Company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the Financial Statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the Financial Statements.

#### Opinion

In our opinion the Financial Statements give a true and fair view of the state of affairs of the Company as at 31 December 2004 and of its profit for the year then ended and have been properly prepared in accordance with the Companies Act 1985.

PricewaterhouseCoopers LLP Chartered Accountants and Registered Auditors

Picewaterhave Cooper LUS

18 May 2005

Southwark Towers, 32 London Bridge Street, London SE1 9SY United Kingdom

# **Profit and Loss Account**

For the year ended 31 December 2004			
	Notes	2004	2003
		£	£
Turnover	2	67,898,134	77,453,542
Administrative expenses	3	(67,880,118)	(77,434,408)
Other interest receivable and similar income		1,951	381
Interest payable and other charges		(278)	(4,723)
Amounts written off investments		-	(223,826)
Profit (Loss) on ordinary activities before tax		19,689	(209,034)
Tax on profit (loss) on ordinary activities	8		-
Retained profit (loss) for the financial year		19,689	(209,034)

All recognised gains and losses are accounted for in the Profit and Loss Account

All amounts shown are in respect of continuing operations

The Notes on pages 7 to 16 form an integral part of these Financial Statements.

# **Balance Sheet**

As at 31 December 2004	Notes	2004 £	2003 £
Fixed assets Tangible assets Investments	9	2,852,525	4,699,447
Shares in group undertakings Other investments other than loans	10 11	5,950,007 177,829	5,950,007 177,829
		8,980,361	10,827,283
Current assets Debtors: amounts falling due after one year Debtors: amounts falling due within one year Cash at bank and in hand	12 13	5,950,000 15,201,379 29,078	5,950,000 9,439,029 4,903,540
Prepayments and accrued income Creditors: amounts falling due within one year Accruals and deferred income	14	21,180,457 998,625 (2,933,076) (15,650,967)	20,292,569 1,227,999 (3,162,655) (16,963,311)
Net current assets		3,595,039	1,394,602
Total assets less current liabilities		12,575,400	12,221,885
Creditors: amounts falling due after one year Provision for liabilities and charges	15 16	(5,950,000) (1,037,216)	(5,950,000) (703,390)
Net Assets		5,588,184	5,568,495
Capital and reserves  Called up share capital  Profit and Loss account	17 18	6,050,000 (461,816)	6,050,000 (481,505)
Total shareholders' equity		5,588,184	5,568,495

The Financial Statements on pages 5 to 16 were approved by the Board of Directors on 18 May 2005 and signed on its behalf by

P. Lefèvre

Chairman and Chief Executive

The Notes on pages 7 to 16 form an integral part of these Financial Statements.

For the year ended 31 December 2004.

#### 1. ACCOUNTING POLICIES

#### **Basis of presentation**

The Financial Statements have been prepared in accordance with Schedule 4 to the Companies Act 1985, with applicable accounting standards and under the historic cost convention, as modified by the revaluation of certain investments. The Company, which is a wholly owned subsidiary, has used the exemption available in FRS1 (Revised) and does not produce a cash flow statement.

The Company does not prepare group financial statements in accordance with Section 228 of the Companies Act 1985, as it is a wholly owned subsidiary of its ultimate parent company, Groupama S.A., which prepares group Financial Statements established under the Laws of an EU Member State.

#### **Turnover**

Turnover comprises management fees based upon expenses incurred on behalf of the companies serviced by the Company and is recognised when the management fees are charged to those companies.

### Tangible fixed assets

Capitalised expenditure is depreciated on a straight line basis over its estimated useful life. The estimated useful lives applied are as follows:

Freehold land and buildings 20 years
Office equipment 4 years
Computer hardware 4 years
Motor vehicles 5 years
Fixtures and Fittings 5 years

## **Exchange rates**

Assets and liabilities in overseas currencies are translated into sterling at the rates of exchange ruling at the end of the financial year. Income and expenditure in overseas currencies are translated into sterling at the average rates of exchange during the year. Profits and losses arising on currency fluctuations are recorded in the Profit and Loss Account.

#### **Pensions**

The Company operated a defined benefit pension scheme for the majority of its permanent United Kingdom employees. The benefits are based on years of service and employees' final salary on retirement. An actuarial valuation of the scheme is carried out by an independent actuary every three years. With effect from 30 June 2004 the defined benefit pension scheme was closed to all employees. Contributions to the defined benefit scheme, which are determined in accordance with the recommendation of the actuary, are charged to the Profit and Loss Account so as to spread the costs to the Company of pensionable remuneration of the participating employees over their anticipated service lives with the Company. For the defined benefit scheme, the accounting policy follows the funding policy except where the actuarial valuation gives rise to a surplus or deficiency. For funding purposes, such surpluses or deficiencies are dealt with as advised by the actuary. For accounting purposes they are spread over the anticipated remaining service lives of the participating employees or a shorter period where it is deemed prudent. FRS 17 – Retirement Benefits has been issued by the Accounting Standards Board. Under the transitional rules of that Standard additional information has been included to disclose the effect within the Financial Statements had FRS 17 been fully adopted.

The Company also operates a defined contributions scheme and contributions to this scheme are charged as they become payable.

## 1. ACCOUNTING POLICIES (continued)

#### Leases

Rental costs relating to operating leases are charged to the Profit and Loss Account on a straight line basis over the life of the lease.

#### **Investments**

Unlisted investments are included in the balance sheet at Directors' valuation. Interest receivable is accounted for on an accruals basis.

### Investment return

Investment return comprises all investment income which is accounted for on an accrual basis, net of interest payable.

### Investments in subsidiary undertakings

Investments in subsidiary undertakings are included at cost less amounts provided for any diminution in value. In the opinion of the Directors the value of investments in group undertakings is not less than the aggregate amount at which they are shown in the Company's balance sheet.

#### **Deferred taxation**

Deferred taxation is recognised as an asset or liability if transactions have occurred at the balance sheet date that gave rise to the right to pay less taxation in future or an obligation to pay more tax in future. An asset is not recognised to the extent that the transfer of economic benefits in the future is uncertain.

#### 2. TURNOVER

Turnover comprises management fees chargeable to fellow subsidiary undertakings for the provision of management services and the recovery of expenses from third parties.

	2004	2003
	£	£
Management fees chargeable to:		
Minster Management Services Limited	4,400,939	5,260,769
Groupama Insurance Company Limited	57,568,597	72,775,959
Touchline Services Limited	1,049,353	1,603,075
Expenses recovered from third parties	4,879,245	5,231,012
Restatement arising from change of accounting policy		(7,417,273)
	67,898,134	77,453,542

The amounts arising from the change of accounting policy are entirely chargeable to Groupama Insurance Company Limited.

2004	2003
£	£
	2 (22 (62

Depreciation 2,143,681 2,622,662 (Profit) Loss on disposal of fixed assets 3,168 (184,316) Auditors' remuneration, including expenses, for audit services 14,025 14,000

#### 4. STAFF COSTS

	2004	2003
	£	£
Wages and salaries	30,283,791	33,855,381
Social security cost	2,616,459	2,819,089
Other pension costs	5,224,693	5,125,417
	38,124,943	41,799,887
The average number of employees during the year was as follows:	2004	2003
Administration and finance	279	338
Underwriting	156	185
Claims	377	503
	. 812	1,026

### 5. PENSION COSTS

Over the course of the year the Company operated a funded defined benefit scheme for the majority of its United Kingdom employees until it was closed with effect from 30 June 2004 and the accrual of benefit within the defined benefit scheme ceased. This was the Groupama UK Pension Scheme. The Company also operates a defined contribution scheme for its United Kingdom employees. This was previously known as the Touchline Pension Scheme but was renamed the Groupama UK Money Purchase Plan with effect from 1 July 2004 when membership was offered to all UK employees of the Company.

#### The Groupama UK Pension Scheme (the Scheme)

The assets of the Scheme are held in a separate trustee administered fund. The last formal actuarial assessment of the Scheme, based on a market value approach, was at 31 December 2001 when the market value of the Scheme's assets was £122,780,000. The principal assumptions used in determining the actuarial valuation as at that date were as follows:

Long term rate of investment return (pre-retirement/post retirement)	7.5/5.75%
General salary and wage inflation rate	5.0%
Pension increase rate (in excess of Guaranteed Minimum Pension)	3.0%

The actuarial value of the merged assets of the Scheme was sufficient to cover 91% of the benefits that had accrued to members, after allowing for expected future increases in salaries. From 1 January 2004 until 30 June 2004 the Company paid contributions at a rate of 23% per annum of pensionable salaries. For the remaining part of the year the Company paid contributions of £346,000 per month. An amount of £4,397,421 (2003: £5,643,000) has been charged in the Financial Statements in respect of pension costs. Prepayments at 31 December 2004 include £2,438,000 in respect of prepaid pension contributions (2003: £2,471,000). The pension costs are assessed by a professionally qualified independent actuary.

# 5. PENSION COSTS (continued)

# Additional disclosure required under FRS 17

	2004 %	2003 %	2002 %
Rate of increase in salaries	4.75	4.80	4.30
Rate of increase to pensions in payment	2.50	2.60	2.30
Rate of increase to deferred pensions	2.75	2.80	2.30
Discount rate	5.30	5.50	5.75
Inflation assumption	2.75	2.80	2.30

# Market value and expected rate of return of assets held in the Fund

	2004		2003		2002	
	%	£	%	£	%	£
Equities	8.0	75,005,000	7.9	67,727,000	7.5	68,643,000
Bonds	5.1	49,847,000	5.3	43,580,000	4.5	19,404,000
Other assets	4.75	1,361,000	3.75	1,888,000	4.0	13,713,000
Total market value of assets	<u>'</u>	126,213,000		113,195,000		101,760,000
Present value of Scheme liabilities		(178,554,000)		(172,707,000)		(146,774,000)
Deficit in the Scheme	·	(52,341,000)		(59,512,000)		(45,014,000)
Related deferred tax asset		15,702,000		17,854,000		13,504,000
Net pension liability	,	(36,639,000)		(41,658,000)		(31,510,000)

# Profit and loss account reserves at 31 December and adjusted profit and loss account reserve under FRS17

Had FRS 17 been adopted for the current year, the profit and loss account and net assets would have been adjusted as follows:

	2004	2003
Profit and loss account 31 December Less pension liability net of deferred tax	<b>£</b> (461,816) (36,639,000)	<b>£</b> (481,505) (41,658,000)
Adjusted profit and loss account under FRS17	(37,100,816)	(42,139,505)
Net assets excluding pension liability at 31 December	<b>2004</b> £ 5,588,184	<b>2003</b> <b>£</b> 5,568,495
Pension liability net of deferred tax Adjusted net liabilities under FRS17	(36,639,000) (31,050,816)	(41,658,000) (36,089,505)

5. PENSION COSTS (continued)			
		2004 £	2003 £
Analysis of amount charged to operating profit		-	-
Current service cost		2,727,000	5,208,000
Past service cost			-
(Gain) on any settlements and curtailments		(9,612,000)	-
Total operating (credit) charge		(6,885,000)	5,208,000
Analysis of amount charged to other finance inc	come		
Expected return on pension scheme assets	Joine	7,586,000	6,617,000
Interest on pension scheme liabilities		(9,452,000)	(8,435,000)
Net return		(1,866,000)	(1,818,000)
Net letain		(1,800,000)	(1,818,000)
Analysis of amount recognised in statement of gains and losses	total recognised		
Actual return less expected return on pension schem	e assets	5,381,000	4,743,000
Experience gains and losses arising on the scheme li	abilities	(2,560,000)	2,550,000
Changes in financial assumptions underlying the sche	eme liabilities	(5,150,000)	_(20,217,000)_
Actuarial loss recognised		(2,329,000)	(12,924,000)
Movements in deficit during the year			
Deficit in Scheme at beginning of the year		(59,512,000)	(45,014,000)
Movement in year:			
Current service cost		(2,727,000)	(5,208,000)
Contributions		4,481,000	5,452,000
Past service costs		-	-
Curtailment gains		9,612,000	-
Other finance income		(1,866,000)	(1,818,000)
Actuarial loss		(2,329,000)	(12,924,000)
Deficit in Scheme at the end of the year		(52,341,000)	(59,512,000)
History of experience gains and losses	2004	2003	2002
Difference between the expected and actual return on Scheme assets:	£	£	£
Amount	5,381,000	4,743,000	(33,703,000)
Percentage of Scheme assets	4%	4%	(33%)
Experience gains and losses on Scheme liabilities:			
Amount	(2,560,000)	2,550,000	(1,520,000)
Percentage of the present value of		÷	
Scheme liabilities	(1%)	1%	(1%)
Total amount recognised in statement of total			
recognised gains and losses :			
Amount	(2,329,000)	(12,924,000)	(30,880,000)
Percentage of the present value of		` ' ' '	( , . ,====,
Scheme liabilities	(1%)	(7%)	(21%)
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# 5. PENSION COSTS (continued)

## The Groupama UK Money Purchase Plan

GUMPP previously operated as the Touchline Pension Scheme. It was opened to new employees of the Company on 1 July 2003. The majority of UK employees took out membership of the GUMPP scheme with effect from 1 July 2004. The pension cost, representing contributions payable by the Company, amounted to £1,052,563 (2003: £22,012).

#### 6. OPERATING LEASE RENTALS

Following the sale of freehold property during the year, all properties occupied by the Company are by way of operating leases.

	2004	2003	
	£	£	
Rents due in 2004 are as follows:	<i>:</i>		
Leases expiring within 1 year	35,673	595,983	
Leases expiring between 1 and 5 years	1,188,305	756,507	
Leases expiring after 5 years	1,661,844	2,144,183	

#### 7. DIRECTORS' EMOLUMENTS

Although Directors' emoluments are paid by the Company, the Directors consider these emoluments are for services to GAN UK Holdings Limited, which is the ultimate parent company in the UK, and certain of its subsidiary undertakings namely Groupama Insurance Company Limited, Minster Insurance Company Limited and Mastercover Insurance Services Limited. Disclosure of Directors' emoluments is, consequently, made in the accounts of these companies.

## 8. TAXATION ON PROFIT (LOSS) ON ORDINARY ACTIVITIES

## (a) Current tax charge

	2004	2003
	£	£
Profit (Loss) on ordinary activities before tax	19,689	(209,034)
Profit (Loss) at current rate of corporation tax (30%)	5,907	(62,710)
Permanent differences	182,803	142,222
Short term timing differences	606,129	(100,236)
Utilisation of tax losses	(794,839)	-
Unutilised tax losses		20,724
Current tax charge	-	-

## (b) Factors affecting future tax charges

The Company has unutilised trading losses and short term timing differences of £6,421,000 at 31 December 2004 (2003: £10,713,000), which may be offset against future trading profits. These items give rise to an unprovided deferred tax asset of £1,926,000 (2003: £3,214,000). The Company has not recognised a deferred tax asset in respect of these items.

# 9. TANGIBLE ASSETS

	Cost	Accumulated Depreciation	Net Book Value
Total	£	£	£
At 1 January 2004 Additions	17,830,068 379,785	13,130,621 -	4,699,447 379,785
Disposals Depreciation	(2,756,412)	(2,673,387) <u>2,143,682</u>	(83,025) (2,143,682)
At 31 December 2004	15,453,441	12,600,916	2,852,525
Fixtures and Fittings			
At 1 January 2004 Additions Disposals Depreciation	2,693,989 39,573 (99,561) -	1,462,718 (99,561) 457,139	1,231,271 39,573 - (457,139)
At 31 December 2004	2,634,001	1,820,296	813,705
Office Equipment			
At 1 January 2004 Additions Disposals Depreciation	7,980,382 113,192 (1,109,323)	6,999,061 - (1,109,323) 718,914_	981,321 113,192 - (718,914)
At 31 December 2004	6,984,251	6,608,652	375,599
Motor Vehicles		÷	
At 1 January 2004 Additions Disposals Depreciation	1,627,757 193,386 (315,800)	752,518 - (232,775) 326,944	875,239 193,386 (83,025) (326,944)
At 31 December 2004	1,505,343	846,687	658,656
Computer Equipment			
At 1 January 2004 Additions Disposals Depreciation	5,527,940 33,634 (1,231,728)	3,916,324 - (1,231,728) 640,685	1,611,616 33,634 - (640,685)
At 31 December 2004	4,329,846	3,325,281	1,004,565

10. INVESTMENTS IN GROUP UNDERTAKINGS		
	2004 £	2003 £
Investments in group undertakings are as follows:		
Lombard Group Trustee Company Limited	1	1
Lombard Insurance Group Services Limited	5,950,002	5,950,002
The Groupama UK Pension Trustees Limited	2	2
Groupama UK Money Purchase Pension Trustees Limited	2	2
	5,950,007	5,950,007

All subsidiary undertakings are wholly owned and registered in England. The issued share capital of each company is exclusively in the form of ordinary shares. The activity of Lombard Insurance Group Services Limited is that of a service company.

### 11. OTHER INVESTMENTS IN UNLISTED SHARES

	2004 £	2003 £
Investments in unquoted shares	1,579	1,579
Other financial investments	176,250_	176,250
	177,829	177,829

# 12. DEBTORS: Amounts falling due after one year

	2004 £	2003 £
Loans to group undertakings	5,950,000	5,950,000

## 13. DEBTORS: Amounts falling due within one year

	2004 £	2003 £
Amounts due from parent and fellow subsidiary undertakings Other debtors	14,304,132 897,247	9,080,699 358,330
	15,201,379	9,439,029

# 14. CREDITORS: Amounts falling due within one year

	2004 £	2003 £
Amounts owed to fellow subsidiary undertakings	193,811	356,876
Social security creditors	816,500	862,151
Other creditors	1,922,765	1,943,628
	2,933,076	3,162,655

15. CREDITORS : Amounts falling due after one year		
	2004 £	2003 £
Amounts owed to fellow subsidiary undertaking	5,950,000	5,950,000
16. PROVISIONS FOR LIABILITIES AND CHARGES	÷	
Provisions are made for the cost of repairs arising from the dila	pidation of premises occupied by	the Company.
		£
At 1 January 2004		703,390
Increase to provision		333,826
At 31 December 2004		1,037,216
17. CALLED UP SHARE CAPITAL		
	2004 £	2003 £
Authorised 10,000,000 ordinary shares of £1 each	10,000,000	10,000,000
Allotted and Fully Paid 6,050,000 ordinary shares of £1 each	6,050,000	6,050,000
18. PROFIT AND LOSS ACCOUNT		
At 1 January 2004		<b>£</b> (481,505
Retained profit for the year		19,689
At 31 December 2004		(461,816
19. RECONCILIATION OF MOVEMENT IN SHAREHOLDERS	5' FUNDS	
	· 2004 £	2003 £
Profit (Loss) for the financial year	19,689	(209,034
Shareholders' funds at beginning of year	5,568,495	5,777,529
Shareholders' funds at end of year	5,588,184	5,568,495

#### 20. COMMITMENTS

At the balance sheet date the Company had entered into commitments to purchase tangible assets totalling £36,279 (2003: £58,542).

### 21. RELATED PARTY TRANSACTIONS

The Company has taken advantage of the exemption under FRS 8 – Related Party Disclosures that no disclosure is required in the Financial Statements of related party transactions in relation to subsidiary undertakings, 90% or more of whose voting rights are controlled within the Group.

#### 22. ULTIMATE PARENT UNDERTAKING

The Company's parent undertaking is GAN UK Holdings Limited which is registered in England. The Directors regard Groupama S.A., a company incorporated in France, as its ultimate parent undertaking. Copies of the financial statements of both companies can be obtained from the registered office of Groupama UK Services Limited as shown on the Directors' Report.