

Registration number 3565515

Customer Service Insight Limited

Abbreviated accounts

for the year ended 30 June 2005

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Customer Service Insight Limited

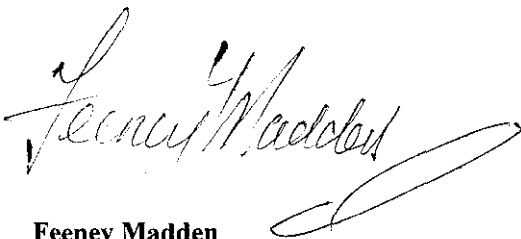
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Customer Service Insight Limited

**Accountants' report on the unaudited financial statements to the directors of
Customer Service Insight Limited**

As described on the balance sheet you are responsible for the preparation of the financial statements for the year ended 30 June 2005 set out on pages 2 to 5 and you consider that the company is exempt from an audit. In accordance with your instructions we have compiled these unaudited financial statements, in order to assist you to fulfil your statutory responsibilities, from the accounting records and information supplied to us.

A handwritten signature in black ink, appearing to read 'Feeney Madden', with a long, sweeping horizontal stroke extending to the right.

Feeney Madden
Accountants & Auditors
2 Briar Edge
Forest Hall
Newcastle Upon Tyne
NE12 7JN

Date: 15 June 2006

Customer Service Insight Limited

**Abbreviated balance sheet
as at 30 June 2005**

		2005		2004	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	2		12,119		13,076
Current assets					
Debtors		126,453		118,083	
Cash at bank and in hand		29,858		149,397	
		<u>156,311</u>		<u>267,480</u>	
Creditors: amounts falling due within one year		<u>(57,534)</u>		<u>(79,414)</u>	
Net current assets			98,777		188,066
Net assets			<u>110,896</u>		<u>201,142</u>
Capital and reserves					
Called up share capital	3		1,000		1,000
Profit and loss account			109,896		200,142
Shareholders' funds			<u>110,896</u>		<u>201,142</u>

The directors' statements required by Section 249B(4) are shown on the following page which forms part of this Balance Sheet.

The notes on pages 4 to 5 form an integral part of these financial statements.

Customer Service Insight Limited

Abbreviated balance sheet (continued)

**Directors' statements required by Section 249B(4)
for the year ended 30 June 2005**

In approving these abbreviated accounts as directors of the company we hereby confirm:

(a) that for the year stated above the company was entitled to the exemption conferred by Section 249A(1) of the Companies Act 1985 ;

(b) that no notice has been deposited at the registered office of the company pursuant to Section 249B(2) requesting that an audit be conducted for the year ended 30 June 2005 and


(c) that we acknowledge our responsibilities for:

(1) ensuring that the company keeps accounting records which comply with Section 221, and

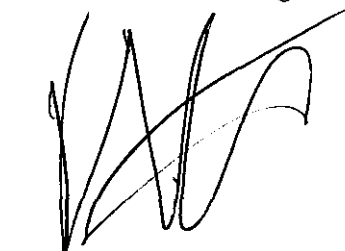
(2) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the year then ended in accordance with the requirements of Section 226 and which otherwise comply with the provisions of the Companies Act relating to financial statements, so far as applicable to the company.

These abbreviated accounts are prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies .

The abbreviated accounts were approved by the Board on 15 June 2006 and signed on its behalf by



Geoff Jewitt
Director



Peter Saunders
Director

The notes on pages 4 to 5 form an integral part of these financial statements.

Customer Service Insight Limited

Notes to the abbreviated financial statements for the year ended 30 June 2005

1. Accounting policies

1.1. Accounting convention

The accounts are prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective June 2002).

1.2. Turnover

Turnover represents the total invoice value, excluding value added tax, of sales made during the year.

1.3. Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment	- 15% reducing balance
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1.4. Deferred taxation

Provision is made for deferred taxation using the liability method to take account of timing differences between the incidence of income and expenditure for taxation and accounting purposes except to the extent that the directors consider that a liability to taxation is unlikely to materialise.

2. Fixed assets

	Tangible fixed assets £
Cost	
At 1 July 2004	19,650
Additions	1,183
At 30 June 2005	<u>20,833</u>
Depreciation	
At 1 July 2004	6,575
Charge for year	2,139
At 30 June 2005	<u>8,714</u>
Net book values	
At 30 June 2005	<u>12,119</u>
At 30 June 2004	<u>13,075</u>

Customer Service Insight Limited

**Notes to the abbreviated financial statements
for the year ended 30 June 2005**

..... continued

3. Share capital	2005	2004
	£	£
Authorised		
1,000 Ordinary shares of £1 each	1,000	1,000
	<u> </u>	<u> </u>
Allotted, called up and fully paid		
1,000 Ordinary shares of £1 each	1,000	1,000
	<u> </u>	<u> </u>