

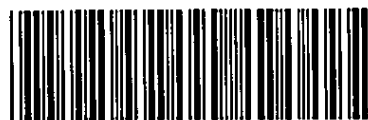
Registration number 3565515

Customer Service Insight Limited

Abbreviated accounts

for the year ended 30 June 2006

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Customer Service Insight Limited

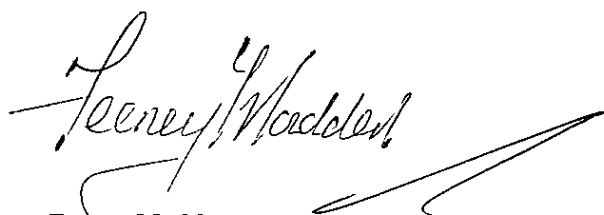
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Customer Service Insight Limited

**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 2006 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: 20 June 2007

Customer Service Insight Limited

**Abbreviated balance sheet
as at 30 June 2006**

		2006		2005	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	2		11,626		12,119
Current assets					
Debtors		203,365		126,453	
Cash at bank and in hand		15,607		29,858	
		<u>218,972</u>		<u>156,311</u>	
Creditors: amounts falling due within one year		<u>(98,968)</u>		<u>(57,534)</u>	
Net current assets			120,004		98,777
Net assets			<u>131,630</u>		<u>110,896</u>
Capital and reserves					
Called up share capital	3		1,000		1,000
Profit and loss account			130,630		109,896
Shareholders' funds			<u>131,630</u>		<u>110,896</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 2006**

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 2006 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

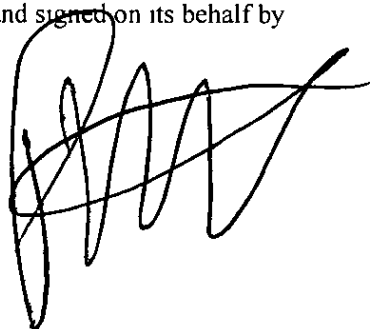
These abbreviated accounts are prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small companies

The abbreviated accounts were approved by the Board on 20 June 2007 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 2006

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

2. Fixed assets

	Tangible fixed assets £
Cost	
At 1 July 2005	20,833
Additions	1,557
At 30 June 2006	<u>22,390</u>
Depreciation	
At 1 July 2005	8,713
Charge for year	2,051
At 30 June 2006	<u>10,764</u>
Net book values	
At 30 June 2006	<u>11,626</u>
At 30 June 2005	<u>12,120</u>

Customer Service Insight Limited

**Notes to the abbreviated financial statements
for the year ended 30 June 2006**

continued

3	Share capital	2006	2005
		£	£
	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>