

**Registration number 3565515**

**Customer Service Insight Limited**

**Abbreviated accounts**

**for the year ended 30 June 2009**

WEDNESDAY



\*PL6APHSO\*

PC4

24/02/2010

436

COMPANIES HOUSE

## **Customer Service Insight Limited**

### **Contents**

	<b>Page</b>
Abbreviated balance sheet	<b>1 - 2</b>
Notes to the financial statements	<b>3 - 5</b>

**Customer Service Insight Limited**

**Abbreviated balance sheet  
as at 30 June 2009**

		<b>2009</b>		<b>2008</b>	
	<b>Notes</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Fixed assets</b>					
Tangible assets	<b>2</b>		25,825		22,331
<b>Current assets</b>					
Debtors		128,142		204,825	
Cash at bank and in hand		204,373		27,416	
		<u>332,515</u>		<u>232,241</u>	
<b>Creditors: amounts falling due within one year</b>		<u>(78,801)</u>		<u>(74,261)</u>	
<b>Net current assets</b>			<u>253,714</u>		<u>157,980</u>
<b>Total assets less current liabilities</b>			279,539		180,311
<b>Net assets</b>			<u>279,539</u>		<u>180,311</u>
<b>Capital and reserves</b>					
Called up share capital	<b>3</b>		550		550
Other reserves			450		450
Profit and loss account			278,539		179,311
<b>Shareholders' funds</b>			<u>279,539</u>		<u>180,311</u>

The directors' statements required by Sections 475(2) and (3) are shown on the following page which forms part of this Balance Sheet

**The notes form an integral part of these financial statements.**

**Customer Service Insight Limited**

**Abbreviated balance sheet (continued)**

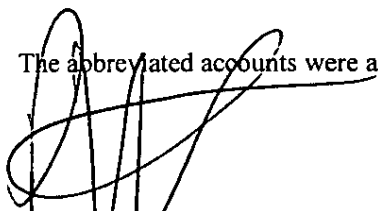
**Director's statements required by Sections 475(2) and (3)  
for the year ended 30 June 2009**

In approving these abbreviated accounts as director of the company I hereby confirm

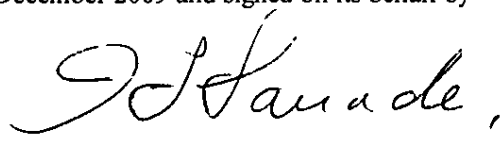
- (a) that for the year stated above the company was entitled to the exemption conferred by Section 477 of the Companies Act 2006 ,
- (b) that no notice has been deposited at the registered office of the company pursuant to Section 476 requesting that an audit be conducted for the year ended 30 June 2009 , and
- (c) that I acknowledge my responsibilities for
  - (1) ensuring that the company keeps accounting records which comply with Section 386 , 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 Sections 394 and 395 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 have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 and the Financial Reporting Standard for Smaller Entities (effective April 2008) relating to small companies

The abbreviated accounts were approved by the Board on 21 December 2009 and signed on its behalf by



**Peter Saunders**  
Director



**Julia Saunders**

**Registration number 3565515**

**The notes form an integral part of these financial statements.**

**Customer Service Insight Limited**

**Notes to the abbreviated financial statements  
for the year ended 30 June 2009**

continued

**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 April 2008)

**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
-------------------------------------	------------------------

**Customer Service Insight Limited**

**Notes to the abbreviated financial statements  
for the year ended 30 June 2009**

continued

<b>2. Fixed assets</b>	<b>Tangible fixed assets £</b>
<b>Cost</b>	
At 1 July 2008	39,172
Additions	8,051
At 30 June 2009	<u>47,223</u>
<b>Depreciation</b>	
At 1 July 2008	16,841
Charge for year	4,557
At 30 June 2009	<u>21,398</u>
<b>Net book values</b>	
At 30 June 2009	<u>25,825</u>
At 30 June 2008	<u>22,331</u>

<b>3. Share capital</b>	<b>2009 £</b>	<b>2008 £</b>
<b>Authorised</b>		
1,000 Ordinary shares of 1 each	<u>1,000</u>	<u>1,000</u>
<b>Allotted, called up and fully paid</b>		
550 Ordinary shares of 1 each	<u>550</u>	<u>550</u>
<b>Equity Shares</b>		
550 Ordinary shares of 1 each	<u>550</u>	<u>550</u>

**Customer Service Insight Limited**

**Notes to the abbreviated financial statements  
for the year ended 30 June 2009**

continued

**4. Transactions with directors**

**Advances to directors**

The following directors had interest free loans during the year. The movements on these loans are as follows

	<b>Amount owing</b>		<b>Maximum</b>
	<b>2009</b>	<b>2008</b>	<b>in year</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Peter Saunders	-	2,400	2,400
	<hr/>	<hr/>	<hr/>