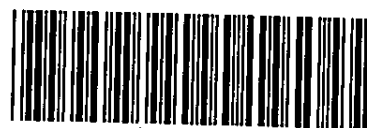


REGISTERED NUMBER. 07832711 (England and Wales)

Abbreviated Unaudited Accounts
for the Period 2nd November 2011 to 31st December 2012
for
First Call Helpdesk Limited

FRIDAY



A2AILQLU

A43

14/06/2013

#7

COMPANIES HOUSE

First Call Helpdesk Limited

Contents of the Abbreviated Accounts
for the Period 2nd November 2011 to 31st December 2012

| | Page |
|--|-------------|
| Company Information | 1 |
| Abbreviated Balance Sheet | 2 |
| Notes to the Abbreviated Accounts | 3 |
| Report of the Accountants | 5 |

First Call Helpdesk Limited

Company Information
for the Period 2nd November 2011 to 31st December 2012

DIRECTORS:

C M Midwood
Mrs J Midwood

REGISTERED OFFICE:

22 Base Point
Folkestone
Kent
CT19 4RH

REGISTERED NUMBER:

07832711 (England and Wales)

ACCOUNTANTS:

Ashton Trimmer
18 Arrowsmith Way
Thatcham
Berkshire
RG19 4GU

First Call Helpdesk Limited

Abbreviated Balance Sheet
31st December 2012

| | Notes | £ | £ |
|--|-------|--------------|-------------|
| FIXED ASSETS | | | |
| Intangible assets | 2 | | - |
| Tangible assets | 3 | | 3,845 |
| | | | <hr/> 3,845 |
| CURRENT ASSETS | | | |
| Debtors | | 28,868 | |
| Cash at bank | | 52,565 | |
| | | <hr/> 81,433 | |
| CREDITORS | | | |
| Amounts falling due within one year | | 47,174 | |
| | | <hr/> | |
| NET CURRENT ASSETS | | | 34,259 |
| | | | <hr/> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | 38,104 |
| | | | <hr/> <hr/> |
| CAPITAL AND RESERVES | | | |
| Called up share capital | 4 | | 100 |
| Profit and loss account | | | 38,004 |
| | | | <hr/> |
| SHAREHOLDERS' FUNDS | | | 38,104 |
| | | | <hr/> <hr/> |

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the period ended 31st December 2012

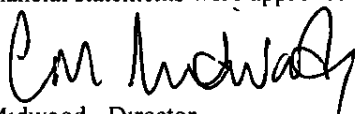
The members have not required the company to obtain an audit of its financial statements for the period ended 31st December 2012 in accordance with Section 476 of the Companies Act 2006

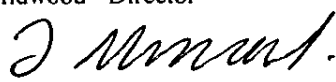
The directors acknowledge their responsibilities for

- (a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its profit or loss for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company

The abbreviated accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies

The financial statements were approved by the Board of Directors on 30th April 2013 and were signed on its behalf by


C M Midwood - Director


Mrs J Midwood - Director

The notes form part of these abbreviated accounts

First Call Helpdesk Limited

Notes to the Abbreviated Accounts
for the Period 2nd November 2011 to 31st December 2012

1 ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008)

Turnover

Turnover represents net invoiced sales of goods, excluding value added tax

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life

Plant and machinery etc - 50% on cost

Deferred tax

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the balance sheet date

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the profit and loss account on a straight line basis over the period of the lease

2 INTANGIBLE FIXED ASSETS

| | Total £ |
|-------------------------|------------|
| COST | |
| Additions | 2,250 |
| At 31st December 2012 | 2,250 |
| AMORTISATION | |
| Amortisation for period | 2,250 |
| At 31st December 2012 | 2,250 |
| NET BOOK VALUE | |
| At 31st December 2012 | - |

3 TANGIBLE FIXED ASSETS

| | Total £ |
|-----------------------|------------|
| COST | |
| Additions | 5,960 |
| At 31st December 2012 | 5,960 |
| DEPRECIATION | |
| Charge for period | 2,115 |
| At 31st December 2012 | 2,115 |
| NET BOOK VALUE | |
| At 31st December 2012 | 3,845 |

First Call Helpdesk Limited

Notes to the Abbreviated Accounts - continued
for the Period 2nd November 2011 to 31st December 2012

4 CALLED UP SHARE CAPITAL

| Allotted, issued and fully paid | | Nominal value | £ |
|---------------------------------|----------|------------------|-----|
| Number | Class | | |
| 100 | Ordinary | 1 00 | 100 |

5 TRANSACTIONS WITH DIRECTORS

The following loans to directors subsisted during the period ended 31st December 2012

| | £ |
|--|----------|
| C M Midwood | |
| Balance outstanding at start of period | - |
| Amounts advanced | 12,270 |
| Amounts repaid | (12,170) |
| Balance outstanding at end of period | 100 |
| Mrs J Midwood | |
| Balance outstanding at start of period | - |
| Amounts advanced | 3,000 |
| Amounts repaid | - |
| Balance outstanding at end of period | 3,000 |

6 REVIEW OF THE BUSINESS

The Company was formed in exceptional circumstances and initial months saw a number of challenges to overcome in order to provide the service which our customers expect of us. The Directors would like to place on record their gratitude to the clients who showed faith in the management structure of the new company, our staff who throughout have demonstrated a professional, dedicated, flexible and determined attitude, and the suppliers who assisted, often at short notice, in providing the platform which has enabled the company to flourish over the course of the year.

The Directors believe that real people can offer a real solution at a competitive price, and the quality of that personal service should never be compromised by a reliance on scripts. We firmly believe that fully understanding a product or process enables our Customer Service Team to assist customers in an intelligent, personal and effective way and deliver the best customer experience and resolution to the customers' issues. We do not see ourselves as 'A Helpdesk' but we do see ourselves as 'YOUR HELPDESK' and we guarantee to work with businesses to provide the best tailor made experience for clients and customers. We will always uphold the high standards a business would expect of its own staff.

That ethos has held us in good stead in this past year. We are proud of the service we provide and of our people who provide that service. It has been extremely pleasing to hear positive feedback from our clients and customers. In challenging circumstances we have built a platform from which we have been able to deliver a high class service at a competitive price. The Company has made great strides forward in the development of its people and infrastructure. We will not rest on our laurels and will always look to improve where we can.

The Directors believe that our first year results demonstrate that there is a willingness and desire within businesses to provide a level of customer service which is personal, intelligent and delivered in a professional manner by real people. We will continue to offer the services of our real people to deliver real bespoke call centre and helpdesk solutions to businesses.

First Call Helpdesk Limited

Report of the Accountants to the Directors of
First Call Helpdesk Limited

The following reproduces the text of the report prepared for the directors in respect of the company's annual unaudited financial statements, from which the unaudited abbreviated accounts (set out on pages two to four) have been prepared.

As described on the balance sheet you are responsible for the preparation of the financial statements for the period ended 31st December 2012 set out on pages three to seven 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 and explanations supplied to us



Ashton Trimmer
18 Arrowsmith Way
Thatcham
Berkshire
RG19 4GU

2nd May 2013