

Hicks and Company, Chartered Accountants
Information required by the Provision of Services Regulations

1.	Name of firm	Hicks and Company, trading as Hicks
2.	Legal form	Partnership
3.	Postal addresses	Vaughan Chambers, Vaughan Road, Harpenden, AL5 4EE, 8 Harding Parade, Station Road, Harpenden, AL5 4SW, 83 High Street, Hemel Hempstead, HP1 3AH, First Floor, 99 Bancroft, Hitchin, SG5 1NQ
4.	Fax number or email address	admin@hicks.co.uk
5.	Telephone number	01582 76 66 77
6.	Registered office	Not applicable
7.	If the provider is carrying on a regulated profession, any professional body with which the provider is registered, the professional title and the member state in which that title has been granted	Registered to carry on audit work in the UK by the Institute of Chartered Accountants in England and Wales
8.	If the firm is registered in a public register, the name of the register and the provider's registration number or equivalent means of identification in that register	Details about our audit registration can be viewed at www.auditregister.org.uk for under reference number C006559037
9.	If the activity is subject to an authorisation scheme, the particulars of the relevant competent authority	See item 19 below
10.	VAT number	335 2409 75
11.	The general terms and conditions, if any, used by the provider	Please see your engagement letter
12.	The existence of contractual terms, if any, used by the provider concerning the law applicable to the contract or to the competent courts	Please see your engagement letter
13.	The existence of any after-sales guarantee, but only if this is not imposed by law	Nothing to disclose
14.	The price of the service, where a price is pre-determined by the provider for a given type of service	Nothing to disclose
15.	The main features of the service, if not already apparent from the context	Chartered Accountants
16.	If the firm is subject to a requirement to hold any professional liability insurance: (i) the contact details of the insurer, and (ii) the territorial coverage of the insurance	In accordance with the disclosure requirements of the Provision of Services Regulations 2009, our professional indemnity insurer is Accelerant Insurance Europe SA. The territorial coverage is worldwide excluding professional business carried out from an office in the United States of America or Canada and excludes any action for a claim brought in any court in the United States of America or Canada
17.	If the firm has a dispute resolution procedure, the client must be informed of this, by mentioning it in any information document in which the firm gives a detailed description of the service, with information about how the procedure operates It is a requirement of Regulation 12 that a firm must respond to complaints as quickly as possible and make their best efforts to find a satisfactory solution	If at any time you would like to discuss with us how our service to you could be improved or if you are dissatisfied with the service you are receiving, please let us know by telephoning Philip Dean, Graeme Brown or Adrian Bacon, the partners of the firm We undertake to look into any complaint carefully and promptly to do all we can to explain the position to you. If we have given you a less than satisfactory service, we undertake to do everything reasonable to put it right. If you are still not satisfied you may of course refer the matter to our Institute which has the power to take disciplinary action against members in appropriate cases

Hicks and Company, Chartered Accountants
Information required by the Provision of Services Regulations

18.	Information on other activities undertaken by the firm that are directly linked to the service in question and on the measures taken to avoid conflicts of interest. This information must also be included in any information document in which the firm gives a detailed description of the service	If a conflict of interest should arise, either between two or more of our clients, or in the provision of multiple services to a single client, we will take such steps as are necessary to deal with the conflict. In resolving the conflict, we would be guided by the Code of Ethics of The Institute of Chartered Accountants in England and Wales which can be viewed at www.icaew.com/regulation/ethics , Code of Ethics section 310
19.	If the firm is carrying on a regulated profession, a reference to the professional rules applicable and how to access them	The Audit Regulations and Guidance which can be found at www.icaew.com/auditnews and the International Standards on Auditing (UK and Ireland) can be found at www.frc.org.uk
20.	Any codes of conduct to which the firm is subject and the address at which these codes may be consulted by electronic means, specifying the language available	The ICAEW's Code of Ethics which can be found at www.icaew.com/regulation and the APB Ethical Standards can be found at www.frc.org.uk
21.	If the prices of services are not pre-determined then, for a particular service, either give the price of the service or, if an exact price cannot be given, the method for calculating the price so that it can be checked by the recipient; or provide a sufficiently detailed estimate	ICAEW Code of Ethics paragraph R330.4 requires us to explain the basis on which fees will be calculated and provide an estimated initial fee where applicable. Paragraph R330.5 requires us to provide fee quotes or details of the basis of fees in writing. This would normally be in an engagement letter but may be a separate document