

Registered office and company secretarial service update

Frequently asked questions

To accompany our registered office and company secretarial service update to clients

What period does the annual fee cover?

The annual fee is billed in advance for a 12-month period starting from the billing date shown on your invoice.

What is the standard annual fee?

Our annual fees are structured based on the services provided and the complexity of the company:

Company secretarial services

- Charged on a fixed annual basis per company
- The fee is tiered according to the number of directors (with one tier for companies with up to five directors, and a higher tier for those with six or more)
- The fee includes the Companies House charge for filing the annual confirmation statement

Registered office address

- Charged on a per company, per year basis

Dormant companies

- A discounted rate is available where both registered office and company secretarial services are provided

What if the number of directors changes during the year?

The annual fee is set at the billing date based on the company's details at that time. If the number of directors changes and this moves you into a different fee band, the updated band will be applied at your next annual billing date.

What if I want to discontinue the service part way through the 12-month period?

The annual fee is billed in advance. If you wish to stop using the service, please provide three months' notice. Where appropriate, we will consider a pro-rata refund to the nearest quarter, considering the work completed to date and any Companies House fees incurred.

Do we need to update our records after the registered office change?

Yes. You should update your records to reflect the company's legal registered office address. This address may appear in, for example:

- Website footer and contact details
- Letterheads and email templates
- Invoices, contracts and standard terms
- Bank, insurers, key suppliers and other relevant platforms (where applicable)

There is no need to notify Companies House, we will file the registered office and service address changes on your behalf.

What if we cannot update all materials immediately?

Please update them as soon as reasonably possible after the registered office change takes effect. Until updated, your materials may show an address that no longer matches the company's registered office on Companies House, which can cause confusion and may not meet trading disclosure requirements (for example, on websites, business letters and order forms).

What is an alternate inspection location and when is it required by Companies House?

An alternate inspection location (SAIL) is required when a company's statutory records are not kept at its registered office address.

We store current statutory records digitally on our system, so in most cases we will meet this requirement. However, if a company's records are held at a different address (for example, held by you), then an alternate inspection location address must be registered with Companies House. An alternate inspection location is also required for historic records, such as, the historic register of members, that may have not been digitised. In this case, we will file an alternate inspection location address with Companies House.

How do you forward registered office and service address mail?

There will be no change to how we forward your mail. We can forward your post by standard mail, email it to a nominated address, or upload it to our client portal. Please let us know if you would like to change your preferences.

Which services are included in the fixed fee?

For the company secretarial service, we will:

- complete and submit the annual confirmation statement (including payment of the associated Companies House fee)
- complete and submit routine forms required by law to be filed at Companies House, such as changes to officer details, changes to Persons with Significant Control, changes to the registered office, and filing standard updates
- we will submit the financial statements to Companies House, or if the company is dormant, we will complete and submit form AA02 for dormant company accounts. We accept no responsibility for fines or regulatory action if the information needed to prepare and file the accounts is not made available to us in good time.

For the registered office service, we will:

- act as the company's registered office
- act as the service address for some or all directors
- forward post sent to our office on a timely basis. We will not routinely forward post that is clearly unsolicited marketing material unless you specifically request to receive this.
- make the register of members available for inspection. If we receive a request, we will ask for the requester's details, intended use of the information, and the recipients of that

information, as required by the Companies Act 2006. We will tell you promptly so you can consider applying to the court to refuse the request if you believe the purpose is improper

- act as the Single Alternative Inspection Location (SAIL) of the company, if applicable
- use RegEmailCoSec@pkf-francisclark.co.uk as the company's registered email address and monitor communication from Companies House, if applicable

Which services are subject to an additional charge outside of the fixed fees?

Any work outside the fixed-fee services will be agreed with you before we begin. Some activities fall outside the fixed fee because they depend on the nature of your company's transactions, require detailed analysis, or arise only occasionally. These include:

- submitting the financial statements where additional work is required (for example, when filings are late, incomplete, or queried by Companies House)
- drafting routine resolutions
- drafting agendas for meetings of directors and members
- drafting minutes for meetings of directors and members
- preparing and/or submitting documents for non-routine or complex matters, including:
 - share allotments
 - share transfers
 - share reclassification, sub-division, and restructure
 - issue share certificates
 - preparing dividend vouchers
 - changes to the company name
 - registration or satisfaction of a charge
 - property released in part or whole
 - new company formations
 - voluntary strike-off

What are prohibited activities?

The following activities are outside the scope of our services and fall outside the fixed fee. These matters require legal advice and must be referred to a solicitor. We will tell you if any request you make falls within these categories:

- updating the company's articles of association
- purchase of own shares
- redemption of preference shares
- share-for-share exchanges
- administrative restoration of companies following strike-off
- preparation of deeds, such as loan waivers, dividend waivers or trust deeds
- re-registration as a public or private company