

COMPLIANCE & PRACTICES

White-Label Company Secretarial for Accountancy Practices

How an outsourced, white-label company secretarial service works, who does what, and how a practice gets started.

What white-label means

White-label company secretarial means that MTM carries out the work and your practice presents it to your client as your own service. The client deals with you. Documents carry your branding, communications come from your team's mailbox, and your client is not approached by us. Many practices choose it because company secretarial work is technical and irregular, and they would rather not employ a specialist for it.

What MTM handles

- Company formations, including bespoke articles for each company type.
- Confirmation statements and annual filings at Companies House.
- Appointments, resignations and changes of officers, name or registered office.
- Share allotments, transfers and the register of members.
- Share capital reorganisations, buy-backs and re-registrations.
- Resolutions, minutes and written consents.
- Companies House identity verification for directors, PSCs and presenters, as an Authorised Corporate Service Provider.
- Registered office and service address services, with mail handled.

Key points

- The work is ours. The relationship and branding are yours.
- Fees are agreed up front, by service.
- You remain responsible for client due diligence on your own clients.
- A named team and a partner are available throughout.
- Data is handled under a written processing agreement.
- We do not contact your clients.

What the practice keeps

- **The client relationship.** You advise, and you decide whether to instruct us.
- **Client due diligence.** Your own anti-money-laundering checks on your clients stay with you under the Money Laundering Regulations. We will ask for confirmation where our own obligations require it.
- **Accounts, tax and advice.** We do not advise on tax, valuations or commercial matters unless separately engaged.
- **Instructions and authority.** You tell us what the client has approved, and we record it.

Turnaround and service levels

We agree expected turnaround times for each service with you in writing, and we aim to meet them. We do not publish a single standard turnaround, because a number that applies to every instruction would not be honest. Where work depends on Companies House, HMRC or the client, we explain what is outside our control.

Fees and scope

Fees are quoted per service and agreed before work begins. Companies House fees and similar third-party costs are passed on at cost. Anything outside the agreed scope is quoted separately first, so neither side is surprised. Because the fees are fixed, a practice can price the service to its own client with confidence.

Data protection

In a white-label arrangement the practice normally acts as controller of its clients' personal data, and MTM acts as processor, handling data only on the practice's instructions. UK GDPR requires a written agreement setting out what we may do with the data, how it is secured, who may access it, how long it is kept and what happens when the arrangement ends. We provide a standard agreement as part of onboarding. Where MTM must hold data in its own right, for example in order to meet its own obligations as an ACSP, we say so.

Anti-money-laundering

MTM is supervised by HMRC under the Money Laundering Regulations 2017. As an ACSP we also carry out identity verification for Companies House. We will ask for the information we need, and we may decline an instruction where we cannot satisfy our own checks. Practices should not assume that our checks replace their own. The two sets of obligations sit side by side.

Identity and authority

We act for a company only with proper authority. At the start we agree how instructions are given, who can give them and which Companies House authentication codes or agent credentials we will use. Documents we file are signed or approved by those with authority, and we keep records of that approval.

Ending the arrangement

Either side can end the arrangement on the notice agreed in the terms. We hand over records, registers and filing credentials in an orderly way, and return or delete personal data as the processing agreement provides.

Getting started

1. **Let's Talk.** A short conversation with a partner about your practice, the clients you serve and the work you want to hand over.
2. **A tailored arrangement.** We agree scope, turnaround and fixed fees in writing, with the data processing terms.
3. **Onboarding.** We set up contacts, authorities and branding, and, if you wish, take over existing company records.
4. **An ongoing partnership.** Work flows to a named team, with a partner available when a matter needs one.

Questions practices ask

- Will our client ever hear from MTM? Not unless you ask us to contact them.
- Can we use our own letterhead? Yes.
- Who answers technical questions? A named team, with a partner for the harder points.
- Can we start with one service? Yes, and add others later.
- What if a client leaves us? We agree handover terms at the start.
- Are fees fixed? Yes, agreed by service before work begins.

How MTM can help

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Contact one of the partners to discuss whether a white-label arrangement suits your practice. We will explain how the work would flow, what it would cost and how we would handle your clients' data. There is no obligation, and we will tell you if another arrangement would fit you better.