

**Information Released under Freedom of Information Act**

**Subject:** Request for Companies House guidelines on dealing with telephone enquiries to complete forms AA02

**Date Released:** 24 March 2015

**Summary of request:** The enquirer requested copies of Companies House guidelines on dealing with telephone enquiries to complete forms AA02

**Information Released**

I have made enquiries and have retrieved 'scripts' relevant to your request. I have enclosed three scripts; these are guidance notes that are used by team members in our Enquiries Department when dealing with telephone calls concerning form AA02.

One is for the completion of the form AA02 itself, another is guidance to answer customers who are not sure if they can file dormant accounts and the final script concerns Webfiling guidance for form AA02.