# Fair Money Advice

## **Financial Statements**

31 March 2016

Charity Registration Number 1138351

Company Number 07205478

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#### Reference and administrative information Year to 31 March 2016

**Charity name** 

Fair Money Advice (FMA)

Charity registration number

1138351

Company registration

7205478

number

Registered office and

18 Ashwin Street

operational addresses

London

**E8 3DL** 

530 Commercial Road

London E1 0HY

**Management Committee** 

Ms Alice Howard (Chair) (resigned 1 April 2015)

Ms Sherry Giessen (Chair) Mr Faisel Rahman (Vice Chair)

Mr Patrick Lim

Ms Alexandra Stableforth

Secretary

Ms Muna Yassin

Senior Management Team

Managing Director

Ms Muna Yassin

Services Manager

Ms Jahanara Khanom

Supervisor/Senior Adviser

Ms Nicola Seacole

Auditors

Buzzacott LLP

130 Wood Street

London EC2V 6DL

**Bankers** 

Unity Trust Bank

9 Brindley Place Birmingham

B1 2HB

**Solicitors** 

Linklaters LLP

1 Silk Street London

EC2Y 8HQ

The Management Committee presents its director's report and audited financial statements for the year ended 31 March 2016.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective from 1 January 2015).

#### Our aims and objectives

The Charity's objects (the "Objects") are specifically restricted to the following:

- the prevention and relief of poverty through the provision of impartial debt advice to members of the public in the UK;
- the advancement of the education of the public in the subject of debt and personal financial management through the provision of advice about self-help and the role of appropriate financial services in self-help; and
- the assistance and support of the development and use of financial products created to provide relief to those in need by reason of financial hardship, social exclusion and other disadvantages.

The aims of our charity are to help prevent people from falling into unmanageable debt and helping to minimise the consequences of over indebtedness, once over indebted. Our aims continue to fully reflect the purposes which our charity was set up to further.

#### Ensuring our work delivers our aims

We annually review our aims, objectives and activities. The purpose of the annual review is to evaluate the work we have carried out and the impact that this has had on the groups we set out to serve. This review also ensures that we continue to further our aims, objectives and activities in line with our stated purposes. We refer to the guidance contained in the Charity Commission's general guidance on public benefit when undertaking our annual review and are planning our future activities. Specifically, the Management Committee consider how planned activities will contribute to the aims and objectives they have set.

#### The focus of our activities

In line with our charitable objectives, the focus of our work in the last 12 months has continued to be based on providing information, guidance and counselling to help prevent or minimise the consequences of over indebtedness. To achieve these we used the following strategies:

#### The focus of our activities (continued)

- delivered quality assured specialist debt advice services to residents face to face using other channels as appropriate;
- delivered effective preventative services through different delivery channels;
- Identifying and disseminating key financial messages and consumer campaigns;
- continuing to work in partnership with key organisations and partners to effectively reach those most in need of our services.

#### How our activities deliver public benefit

Significant Welfare Reforms, combined with a real term cut in wages, and steady rises in the cost of living has meant families and the communities FMA work with continue to be particularly affected by financial instability and difficulties.

Personal debt in the UK stood at £1.460 trillion at the end of January 2016, down from £1.469 trillion in January 2015. This static trend is also replicated amongst the clients FMA has helped in 2015/16. FMA helped 1,192 clients in managing their debt problems (2015 - 1,186) and handled over £7.7 million of debt on their behalf (2015 - £7.3 million). This represents an average debt of £6,531 per client.

We continue to be restricted by funding with regards to who we can help and in which locality we can deliver our services. However, as each year, demand for our services continues to outstrip the capacity we have. Therefore, some of our core services are restricted to referrals from our funding partners; whilst others are based on need and an initial assessment on their ability to self-help or gain assistance from another agency. To assist us determine need, and reduce the disappointment of clients attending the office unnecessarily, we try and conduct as many assessments as possible by phone.

FMA also continues to deliver emergency face to face advice as part of the Money Advice Service Capitalise programme. FMA continues to work with partners in the community like Mare St CAB and Age UK in Hackney, Job Centre Plus and Swan Housing in Barking and Dagenham; and Trust Thamesmead in Bexley to widen access to vulnerable groups and reach as many clients in its allocated boroughs under the contract.

Our main charitable activities are details below.

#### How our activities deliver public benefit (continued)

#### Counselling, advice and guidance services

Fair Money Advice provides debt counselling services via face to face, telephone and web to residents of East London. We continued to provide a 'drop-in' and outreach service for residents in Hackney, Newham and Tower Hamlets in our Dalston, East Ham and Limehouse branches. We run drop-in sessions in conjunction with Hackney CAB (Mare St) and Job Centre Plus (Library) in Barking and Dagenham. Over 600 clients used the service in the year under review and received help with budgeting, income maximisation and direct negotiation with their creditors. This service is funded by the Money Advice Service (MAS).

We also provide in-depth debt advice to residents of Housing Associations, through service level agreements (SLAs). Our specialist advisers receive direct referrals from the Housing or Income Recovery teams, or other teams within the partner organisation, and assist residents to deal with their debts to prevent eviction and further court action on their rent accounts.

For this year we provided service to Trust Thamesmead residents again (part of the Peabody group). Under this service we helped 124 clients with in-depth debt counselling and guidance, services provided two financial capability sessions to 23 participants and managed over £560,000 worth of consumer and priority debts. This represents an average debt of £4,572 per client assisted.

All our advice and counselling services are free to service users.

#### Educational and capability services

FMA delivered two financial capability sessions in partnership with Thamesmead Trust to residents in the Bexley and Greenwich boroughs (2015 – four sessions); 23 participants directly benefited from the sessions. FMA began delivery of 'guidance' sessions over the telephone to assist clients who wanted a little advice with their self-help money management plans.

## Financial review

For the year ended 31 March 2016, the charity made a surplus of £62.8K (2015: £3.2K deficit) increasing total funds to £66.5K (2015: £3.7k). The surplus resulted from unrestricted funds. Details of the state of the charity's reserves are given in the Reserves Policy section below.

#### Income

The charity's income for the year ended 31 March 2016 increased to £353.7K (2015: £220K), mainly as a result of an increase in grant funding. The major grant funders were: Toynbee Hall £188.7K (2015: £61K), JP Morgan Chase Foundation £100K, Trust Thamesmead £20K (2015: £20K). The balance of income came from consultancy and general donations.

#### Expenditure

The charity's total expenditure for the year ended 31 March 2016 increased to £290.8K (2015: £223.1K) mainly due to an increase in support costs; total programme delivery costs were £165.7K and other support costs were £118.4K. Total staff costs as a percentage of total expenditure increased by 1% from 67% in 2015 to 68% in 2016. The cost of generating voluntary income (publicity and marketing) for the year increased by 1% from £1,828 in 2015 to £1,849 in 2016. The cost of providing governance for the charity was £6.7K for 2016 (£5K in 2015), accounting for 2.1 % of total costs (2015: 2.2%).

#### Investment policy

The Management Committee consider the most appropriate investment policy is for surplus funds to be held on bank deposit.

#### Financial Risk

Currently, a high level of FMA's funding come from a few funders and it is clear that a total loss or significant reduction of such funding is the biggest threat to FMA.

#### Principal funding sources

The main source of funding for the charity continues to be from the Money Advice Service and its self generated income from service level agreements (SLAs) with Thamesmead Trust, Hackney Advice Partnership and the development grant from the Legal Education Foundation.

#### Reserves policy

The opening reserves balance at 1 April 2015 was £3,680. We are pleased to report that for the year ended 31 March 2016, there was positive net movement in reserves of £62,859 bring the total reserves balance at year end to £66,539. The Management Committee have established a Reserves Policy and are committed to the long term plan of building up sufficient reserves for the charity to cover at least three months of operating expenditure. The income targets for 2016/17 and 2017/18 are set to help achieve this.

The Management Committee has also put in place contingency plans for the scaling back of existing operations should need arise.

## **Future planning**

FMA is still committed to providing similar types of services that continue to further its aims and objectives. This is subject to satisfactory funding being secured and plans to continue to be in place to increase the level of self-generated funding and further diversity FMA's income streams.

In addition, FMA is exploring various income generating models to secure and expand its core services; and also continuing to widen its funding base.

Further information on the future financial position for the charity is given within the principal accounting policies section of the financial statements under the heading of going concern.

#### Structure and governance

FMA is a subsidiary charity of East End Fair Finance Limited.

It is a charitable company limited by guarantee, incorporated on 26 March 2010 and registered as a charity on 11 October 2010. The charity is governed by its memorandum and articles of association. The Management Committee is responsible for the overall management of the charity. The Management Committee members are chosen for their commitment to FMA's mission and for expertise. The Management Committee members who served during this financial year are shown on page one. The Management Committee oversees FMA's policies and plans and its financial affairs. All Management Committee members are unpaid. In the event of the company being wound up, members are required to contribute an amount not exceeding £1.

To ensure the charity acts independently and in pursuit of its charitable objectives, at least half of the members of the Management Committee are independent and not affiliated with Fair Finance.

#### Appointment and retirement of Management Committee members

The process of appointing members includes nomination by an existing member of the Management Committee and a review of a nomination letter by the Committee, or as agreed. The Management Committee will vote on each appointment and, once approved, submit it to the East End Fair Finance Limited Board for approval.

Members of the Management Committee are currently subject to retirement by rotation.

## Risk management

The Management Committee conducts an annual review of the major risks to which the charity is exposed. The risk register is then updated. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a strategic plan which will allow for the diversification of funding and activities.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the offices.

The continuing implementation of the Advice Service Alliance (ASA) Quality Mark – General help with casework and telephone advice ensures that the quality and supervision framework is regularly reviewed and best practice is sought.

#### Organisational structure

Fair Money Advice has a Management Committee (who are the trustees of the charity) of up to six members who meet up to four times a year and are responsible for the strategic direction and policy of the charity. At present the Management Committee has five members from a variety of professional backgrounds relevant to the work of the charity. The Secretary also sits on the Management Committee but has no voting rights.

Day to day responsibilities for the provision of FMA services rest with the managing Director, along with the Services Manager and Supervisor. The Managing Director is responsible for ensuring that the charity delivers the services specified and that key performance indicators are met. The Services Manager has responsibility for the day to day operational management of the services, individual supervision of the staff team and also ensuring that the team continue to develop their skills and working practices in line with best practice.

#### Responsibilities of the Management Committee

The Management Committee (who are the Trustees of the company and also the Directors of Fair Money Advice for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Management Committee to prepare financial statements for each financial year which give a true an fair view of the state of the affairs of the charitable company and of its income and expenditure for that period. In preparing these financial statements, the Management Committee are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is not appropriate to assume that the company will continue on that basis.

## Responsibilities of the Management Committee (continued)

The Management Committee is responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Management Committee is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### **Members of the Management Committee**

Members of the Management Committee, who are trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

In accordance with company law, as the company's directors, we certify that:

- so far as we are aware, there is no relevant audit information of which the charitable company's auditors are unaware; and
- as the directors of the charitable company we have taken all steps that we ought to have taken in order to make ourselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

#### **Auditors**

Buzzacott were formally appointed to replace our previous auditors, Kingston Smith LLP, on 4th May 2016. In accordance with the company's articles, a resolution proposing that Buzzacott be reappointed as auditors of the company will be put at the Annual General Meeting.

This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities (the FRSSE) (effective 1 January 2015) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Management Committee on 17 November 2016 and signed on its behalf

P Rahman

by:

Vice Chair, FMA Board

## Independent auditor's report to the members of Fair Money Advice

We have audited the financial statements of Fair Money Advice for the year ended 31 March 2016, which comprise the Statement of Financial Activities, the Balance Sheet, the principal accounting policies and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the Financial Reporting Standard for Smaller Entities (Effective January 2015), United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities.

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 Part 16 of the Companies Act 2006. Our audit work has been undertaken for no purpose other than to draw to the attention of the charitable company's members those matters which we are required to include in an auditor's report addressed to them. To the fullest extent permitted by law, we do not accepted or assume responsibility to any party other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

## Respective responsibilities of Executive Committee and Auditor

As explained more fully in the Management Committee's Responsibilities Statement, the Management Committee (who are also the trustees of the charitable company and the directors for the purposes of company law) are responsible for the preparation of financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

## Scope of the audit of the accounts

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the accounts are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Management Committee; and the overall presentation of the financial statements. In addition we read all the financial and non-financial information in the Report of the Management Committee to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

## Independent auditor's report Year to 31 March 2016

#### Opinion on the accounts

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March
   2016 and of its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns;
   or
- certain disclosures of trustees' remunerations specified by law are not made; or
- we have not received all the information and explanations required for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees' Annual Report and from preparing a Strategic Report.

Pernet W

Peter Chapman, Senior Statutory Auditor for and on behalf of Buzzacott LLP, Statutory Auditor 130 Wood Street London EC2V 6DL

17 November 2016

## Statement of financial activities Year to 31 March 2016

	Notes	Total funds 2016 £	Total funds 2015 £
Income from:	1		
Donations and legacies	•	522	30,263
Charitable activities			,
. Grants		352,997	189,625
Investments			,
. Bank interest		147	66
Total income		353,666	219,954
Expenditure on:			
Charitable activities	. 2	290,807	223,171
Total expenditure		290,807	223,171
Net income (expenditure) and net			
movement in funds		62,859	(3,217)
Total funds at 1 April 2015		3,680	6,897
Total funds at 31 March 2016	9	66,539	3,680

The notes on pages 16 to 18 form part of these accounts.

All of the charitable company's activities derived from continuing operations during the above financial periods.

The company has no recognised gains and losses other than those shown above.

## Balance sheet 31 March 2016

	Notes	2016 £	2016 £	2015 £	2015 £
Current assets					
Debtors	6	67,575		103,677	
Cash at bank and in hand	8	20,667		3	
		88,242	•	103,680	
Creditors					
Amounts falling due within one year	7 _	(21,703)		(100,000)	
Total net assets			66,539		3,680
The funds of the charity:					
Unrestricted funds					
. General funds	9		66,539		3,680
			66,539		3,680

The accounts are prepared in accordance with the special provision of part 15 of Companies Act 2006 relating to small entities and with the Financial Reporting Standard for Smaller Entities (effective January 2015).

Approved by the Board of Directors:

F Rahman Trustee

Date: 17 November 2016

Company No. 07205478

The notes on pages 16 to 18 form part of these accounts.

#### Principal accounting policies Year to 31 March 2016

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the accounts are laid out below.

#### Basis of preparation

These financial statements have been prepared for the year to 31 March 2016.

The financial statements have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant accounting policies below or the notes to these financial statements.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities published on 16/07/14, the Financial Reporting Standard for Smaller Entities (effective January 2015) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The financial statements are presented in sterling and are rounded to the nearest pound.

#### Assessment of going concern

The Management Committee have assessed whether the use of the going concern assumption is appropriate in preparing these financial statements. The Executive Committee have made this assessment in respect to a period of one year from the date of approval of these accounts.

The Management Committee of the charity have concluded that there are no material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Management Committee are of the opinion that the charity will have sufficient resources to meet its liabilities as they fall due.

#### Income recognition

Donations are recognised in the year they are received.

Grants, where entitlement is not conditional on the delivery of a specific performance by the charitable company, are recognised when the charitable company becomes unconditionally entitled to the grant.

Grants, where the entitlement is based upon performance conditions, are recognised as unrestricted income to the extent that the performance conditions have been met. Grant income received in advance of meeting performance conditions is deferred until conditions are met.

Consultancy income is recognised on an accruals basis.

## Principal accounting policies Year to 31 March 2016

#### Expenditure and its basis of allocation

All expenditure is dealt with on the accruals basis and includes value added tax where appropriate. Charitable expenditure comprises those costs incurred by the charitable company in the delivery of its activities and services. It includes direct costs of activities and those costs of an indirect nature necessary to support those activities, allocated between expenditure categories on an appropriate basis as set out in note 2.

Governance costs are those costs associated with meeting the constitutional and statutory requirements of the charitable company and include the audit fees and costs linked to the strategic management of the charitable company.

#### **Fund accounting**

Funds held by the charity are either:

- ♦ Unrestricted general funds these are funds which can be used in accordance with the charitable objects at the discretion of the Management Committee; or
- Restricted funds these are funds which can only be used for specific purposes. Restricted funds provide reassurance to donors that their contributions will be used in a manner they have chosen.

#### **Debtors**

Debtors are recognised at their settlement amount, less any provision for non-recoverability. Prepayments are valued at the amount prepaid. They have been discounted to the present value of the future cash receipt where such discounting is material.

#### Cash at bank and in hand

Cash at bank and in hand represents such accounts and instruments that are available on demand or have a maturity of less than three months from the date of acquisition. Deposits for more than three months but less than one year have been disclosed as short term deposits. Cash placed on deposit for more than one year is disclosed as a fixed asset investment.

#### Creditors and provisions

Creditors and provisions are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Creditors and provisions are recognised at the amount the charity anticipates it will pay to settle the debt. They have been discounted to the present value of the future cash payment where such discounting is material.

# Notes to the accounts Year to 31 March 2016

## 1 Income

	Total 2016 £	Total 2015 £
Donations and legacies		
General donations	522	30,263
Charitable activities		
Consultancy	4,060	15,818
Grants receivable		·
. Toynbee Hall	188,748	61,336
. JP Morgan Chase Foundation	100,000	· <del>_</del>
. MetLife Foundation	40,189	
. Trust Thamesmead	20,000	20,000
. University of Salford	_	79,516
. Hackney Advice Providers		12,955
	352,997	189,625
Investments		
Bank interest received	147	66
Total income	353,666	219,954

## 2 Expenditure

Expenditure					
		Suppo	rt costs		
	Programme	Other			
	delivery	support	Governance	Total	Total
	costs	costs	costs	2016	2015
	£	£	£	£	£
Staff costs	158,123	39,726	***************************************	197,849	149,301
Other staff related costs	556	3,641	_	4,197	3,180
Rent, rates, maintenance and other property costs	38	22,497		22,535	22,039
Telephone expenses	1,948	3,535	_	5,483	3,983
General office expenses	1,470	28,467	_	29,937	27,330
Publicity and marketing	265	1,584		1,849	1,828
Travel and subsistence	1,316	275		1,591	1,721
Subscriptions	135	383	_	518	686
Bank charges		55		55	2,371
Legal and professional	1,890	18,215		20,105	5,670
Audit fees			6,669	6,669	5,050
Bookkeeping services			· <del>_</del>		12
Provision for doubtful debts		19	_	19	
2016 Total funds	165,741	118,397	6,669	290,807	223,171

## Notes to the accounts Year to 31 March 2016

#### 3 Staff costs

	2016 £	2015 £
Gross wages	179,401	136,524
Employers NI (Social Security)	16,082	12,777
Employer's pension	2,366	
	197,849	149,301

- b) There were no employees during the current year whose emoluments amounted to over £60,000 (2015: none).
- c) No emoluments or expenses were paid to the trustee directors during the year (2015:  $\mathfrak{L}$ nil).
- d) The average weekly number of employees employed by the company, during the year was:

	2016 No.	2015 No.
Service delivery	6	3.5
	6	3.5

## 4 Governance costs

	2016 £	2015 £
Audit and accountancy fees	6,669	5,050
Book keeping services		12
· ·	6,669	5,062

## 5 Taxation

The company is a registered charity and consequently no corporation tax has been provided for.

## Notes to the accounts Year to 31 March 2016

## 6 Debtors

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			2016 £	2015 £
Debtors control account			63,325	709
Prepayments			_	4,250
Accrued income				11,000
Rent deposit			4,250	,
Intercompany loan with East End Fair F	Finance Limited		new out	87,718
			67,575	103,677
Creditors				
			2016 £	2015 £
Deferred income*			20,000	100,000
Intercompany loan with East End Fair F	inance Limited		1,703	·
			21,703	100,000
*From Generation Foundation  Bank				
			2016 £	2015 £
Cash at bank			20,667	3
			20,667	3
Reserves				
	At			At
	1 April 2015	Income	Evenediture	31 March 2016
	2013 £	Income £	Expenditure £	2016 £
Unrestricted funds				
General reserve	3,680	353,666	(290,807)	66,539
	3,680	353,666	(290,807)	66,539
			<u>, ,,,,,,,</u> ,	-,