Likewize UK Group
Tax Strategy
December 2024

1. Introduction

Likewize is a tech protection and support company. Trusted by the world's largest brands, telcos, and banks, to look after approximately half a billion of their customers. We operate in over 30 countries, resolving 250 million problems each year across insurance, warranty, repairs, trade-ins, recycling, and premium tech support. When tech goes wrong Likewize makes it right. Likewize offers comprehensive protection against any technology disruption. Whether a device is lost, stolen, damaged, malfunctioning, in need of an upgrade or the user does not know how to do something, Likewize provides the solution.

This document, which has been approved by the Likewize UK leadership team ("leadership team"), details the approach of the Likewize UK entities ("the Group") in dealing with tax risks, its attitude towards tax planning and its relationship with HMRC. It is effective for the period to 31 December 2024 and shall remain in effect until any amendments are authorised by the leadership team. The Group regards the publication of this document as fulfilling its duty under paragraph 16(2) Schedule 19 Finance Act 2016 for the period to 31 December 2024.

2. Approach to tax risk management

The key business objectives of the Group are to:

- **strengthen the existing business;**
- **grow in the services area; and**
- **extend the range of services offerings available.**

As part of the leadership team's review of projects to further these objectives, the tax risks, as applicable, are concurrently assessed. These tax risks are reviewed by the Tax Department, the UK and Global teams as appropriate, and if there is tax uncertainty advice may be taken from third parties to provide clarity and support the business decision making process.

In summary, the leadership team consider tax risk as an intrinsic part of the business review process.

3. Attitude to tax planning

The Group focuses primarily on tax compliance rather than tax planning, however, where appropriate tax planning to minimise cash tax payable and to remain compliant in new lines of business may be undertaken. Such planning will be commercial and have economic substance but will not be artificial or deemed to be aggressive. The opportunity for further tax savings is balanced by, inter alia, the desire to have minimal open tax issues and to maintain an open and cooperative relationship with HMRC.

All Likewize staff are obliged to act in accordance with the Likewize Code of Conduct & Ethics.

4. Level of tax risks accepted

Likewize is a large business with many opportunities that generate tax risks in the form of increased compliance requirements and occasionally uncertainty in the application of tax law. These tax risks are proactively evaluated and managed by the business managers, the Tax Department, external advisors as necessary and the leadership team in accordance with the Group's tax risk appetite and its Code of Conduct & Ethics.

5. Working with HMRC

The Group purposefully adopts an open and cooperative relationship with HMRC and does not participate in aggressive tax avoidance schemes. It places significant value on the relationship with HMRC and consequently ensures that its tax returns are clear and transparent, it has regular meetings with HMRC regarding its affairs and where, after seeking external advice, there remains uncertainty in the application of tax law to its new business ventures/services offerings it proactively raises these with HMRC to agree the correct tax treatment.