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Direct tel: +44 (0) 208 967 4108
Direct fax: +44 (0) 208 967 1334
E-mail: Judith.George@tnsofres.com
File Ref: 82-4668v

Securities and Exchange Commission
Filing Desk
Division of Corporation Finance
Office of International Corporate Finance
450 Fifth Street, N.W.,
Washington, DC 20549
United States
BY DHL



7 October 2002

SUPPL

Dear Sir/Madam

Taylor Nelson Sofres plc: file no. 82-4668v

In accordance with the requirements of 12g3-2b please find enclosed:-

- Annual Return form 363 in connection with Customer Satisfaction Surveys Limited
- Holdings in Company
- Dealing by substantial shareholder

Please acknowledge safe receipt by date-stamping and returning a copy of this letter to me.
My fax number is 44 020 8967 1334.

Yours faithfully


Judith George
Assistant Company Secretary

PROCESSED

NOV 04 2002

THOMSON FINANCIAL

Encls.

cc. Zafar Aziz, Bank of New York (London) – 020 7964 6028
Robert Goad, Bank of New York (US)- 001 212 571 3051



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RNS | The company news service from the London Stock Exchange

Help | London Stock Exchange Home

RNS Statement RNS Alert RNS Update

Announcement Submitted

Your announcement has been successfully submitted and will be released by RNS in accordance with your instructions. The announcement details are reproduced below for your information:

Company Name	Taylor Nelson Sofres PLC
Category	Holding(s) in Company
Headline	Holding(s) in Company
Release Instructions	Immediate Release
Related Company Information	None
Additional Distribution	None.
Contact Name	Judith George
Contact Telephone No	020 8967 4655

02 OCT 10 14:11:19
 RNS

The RNS number for the announcement is 9748B.

Announcement 9748B will now appear in your Status List.

log off 

status list 

RNS Alert 



View Announcement

status list 

Announcement Details

Company	Headline	Embargo	Last Update	Ad
Taylor Nelson Sofres PLC	Holding(s) in Company		14:21 2 Oct 02	

Full Announcement Text

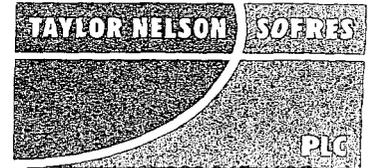
SCHEDULE 10**NOTIFICATION OF MAJOR INTERESTS IN SHARES**

All relevant boxes should be completed in block capital letters.

1. Name of company TAYLOR NELSON SOFRES plc		2. Name of shareholder having a major interest LEGAL & GENERAL INVESTMENT MANAGEMENT	
3. Please state whether notification indicates that it is in respect of holding of the shareholder named in 2 above or in respect of a non-beneficial interest or in the case of an individual holder if it is a holding of that person's spouse or children under the age of 18 2. ABOVE		4. Name of the registered holder(s) and, if more than one holder, number of shares held by each of them HSBC GLOBAL CUSTODY NOMINEE (UK) Ltd a/c 775245 1,754,478 shares HSBC GLOBAL CUSTODY NOMINEE (UK) Ltd a/c 360509 327,200 shares HSBC GLOBAL CUSTODY NOMINEE (UK) Ltd a/c 357206 9,322,871 shares HSBC GLOBAL CUSTODY NOMINEE (UK) Ltd a/c 866203 366,200 shares	
5. Number of shares/amount of stock acquired 192,861	6. Percentage of issued class 0.049%	7. Number of shares/amount of stock disposed N/A	8. Percentage of issued class N/A
9. Class of security ORDINARY SHARES, 5 PENCE EACH	10. Date of transaction 1 OCTOBER 2002	11. Date company informed 2 OCTOBER 2002	
12. Total holding following this notification 11,770,749 SHARES	13. Total percentage holding of issued class following this notification 3.01%		

14. Any additional information N/A	15. Name of contact and telephone number for queries IAN PORTAL, GROUP COMPANY SECRETARY 020 8967 2196
16. Name and signature of authorised company official responsible for making this notification JUDITH GEORGE, ASSISTANT COMPANY SECRETARY Date of notification 2 OCTOBER 2002	

Company Announcements Office, Old Broad Street, London EC2N 1HP
Facsimile: 020 7588 6057, 020 7334 8964/8965/8966 (PLEASE DO NOT POST)
Enquiries: Company Monitoring; UK Listing Authority



Direct tel: +44 (0) 208 967 4108
Direct fax: +44 (0) 208 967 1334
E-mail: Judith.George@tnsofres.com

The Registrar of Companies
Companies House
Crown Way
Maindy
Cardiff CF4 3UZ

19 September 2002

Dear Sir/Madam

Customer Satisfaction Surveys Limited
Registered no: 2033151

I enclose completed and duly signed form 363s annual return in connection with the above-named company together with cheque for £15.00 being the filing fee due.

Please acknowledge safe receipt by date stamping and returning the enclosed duplicate of this letter in enclosed stamped addressed envelope.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Judith George', is written over a horizontal line.

Judith George

Encls.

cc. Securities and Exchange Commission, Filing Desk, Division of Corporation Finance,
Office of International Corporate Finance, 450 Fifth Street, N.W., Washington, DC
20549, United States **BY DHL**

Zafar Aziz, Bank of New York (London) - 020 7964 6028
Robert Goad, Bank of New York (US) - 001 646 885 3043



Companies House

— for the record —

Company Name
**CUSTOMER SATISFACTION
 SURVEYS LIMITED**

363s Annual Return

- > Please check the details printed in blue on this statement.
- > If any details are wrong, strike them through and write the correct details in the "Amended details" column.
- > Please use black pen and write in capitals.

Company Type
**Private Company Limited By
 Shares**

Company Number
033151

Information extracted from
 Companies House records on
08th August 2002

Section 1: Company details

Ref: 2033151/03/10

	Current details	Amended details																
Registered Office Address <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	Taylor Nelson Sofres Plc Westgate London W5 1UA	Address _____ _____ _____ UK Postcode L L L L L L																
Register of Members <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	Address where the Register is held At Registered Office	Address _____ _____ _____ UK Postcode L L L L L L																
Register of Debenture holders <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	Not Applicable	Address _____ _____ _____ UK Postcode L L L L L L																
Principal Business Activities <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	<table border="1"> <thead> <tr> <th>SIC Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>7440</td> <td>Advertising</td> </tr> </tbody> </table>	SIC Code	Description	7440	Advertising	<table border="1"> <thead> <tr> <th>SIC CODE</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>_____</td> <td>_____</td> </tr> </tbody> </table>	SIC CODE	Description	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
SIC Code	Description																	
7440	Advertising																	
SIC CODE	Description																	
_____	_____																	
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_____	_____																	
_____	_____																	

Please enter additional principal activity code(s) in "Amended details" column. See notes for guidance for use of activity codes.

Section 2: Details of Officers of the Company

Current details	Amended details
-----------------	-----------------

Company Secretary
 If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Name
 Paul Simon Kent WRIGHT

Address
 29 Turney Road
 Dulwich
 London
 SE21 7JA

Name
 IAN JOHN PORTAL

Tick this box if this address is a service address for the beneficiary of a Confidentiality Order granted under section 723B of the Companies Act 1985.

Address
 8 CHAUCESPEARE ROAD
 HARPENDEN
 HERTFORDSHIRE

UK Postcode LA5 5ND
 Date of change 26/06/2002
 Date Paul Simon Kent WRIGHT ceased to be secretary (if applicable) 26/06/2002

Particulars of a new Company Secretary must be notified on form 288.

Director
 If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Name
 Ben BOLTON

Address
 48 Mill Road
 Epsom
 Surrey
 KT17 4AR

Date of birth 21/09/1962

Nationality British

Occupation Market Research

Name

Tick this box if this address is a service address for the beneficiary of a Confidentiality Order granted under section 723B of the Companies Act 1985.

Address

UK Postcode _____
 Date of birth ____/____/_____
 Nationality _____
 Occupation _____

Date of change ____/____/_____
 Date Ben BOLTON ceased to be director (if applicable) 22/01/1999

Particulars of a new Director must be notified on form 288.

Director

If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Particulars of a new Director must be notified on form 288.

Current details

Name
David Severo RACADIO

Address
35 Broughton Road
London
W13 8QW

Date of birth 20/05/1963

Nationality Usa

Occupation Researcher

Amended details

Name

Tick this box if this address is a service address for the beneficiary of a Confidentiality Order granted under section 723B of the Companies Act 1985.

Address

UK Postcode _____

Date of birth ____ / ____ / ____

Nationality _____

Occupation _____

Date of change ____ / ____ / ____

Date David Severo RACADIO ceased to be director (if applicable)

22, 01, 1999

Director

If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Particulars of a new Director must be notified on form 288.

Name
Hugh Robert STAMMERS

Address
Braemar Horsley Road
Downside
Cobham
Surrey
KT11 3JZ

Date of birth 13/12/1939

Nationality British

Occupation Director

Name

Tick this box if this address is a service address for the beneficiary of a Confidentiality Order granted under section 723B of the Companies Act 1985.

Address

UK Postcode _____

Date of birth ____ / ____ / ____

Nationality _____

Occupation _____

Date of change ____ / ____ / ____

Date Hugh Robert STAMMERS ceased to be director (if applicable)

12, 06, 2001

Section 3: Share Capital

	Current details	Amended details
<p>> Issued Share Capital <i>This table shows the total number of shares that have been issued by your company and their Nominal Value. If any of the details are wrong, please fill in the correct details.</i></p>	<p>Class of share Ordinary</p> <p>Nominal value of each share £1.00</p> <p>Number of shares issued 100</p> <p>Aggregate Nominal Value of issued shares £100.00</p>	<p>Class of share _____</p> <p>Nominal value of each share _____</p> <p>Number of shares issued _____</p> <p>Aggregate Nominal Value of issued shares _____</p>
<p>> Total shares issued and value <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i></p>	<p>Total number of shares issued 100</p> <p>Total Nominal value of shares issued £100.00</p>	<p>Total number of shares issued _____</p> <p>Total Nominal value of shares issued _____</p>
<p>> At the date of this Annual Return, if the company has altered or changed its share capital in any way or allotted new shares, please refer to the guidance notes for details of the appropriate form that should be sent with this Annual Return. Annual return guidance notes are available on the Companies House web site at www.companieshouse.gov.uk or by ringing 0870 3333636.</p>		

Section 5: Details of Other Shareholders

- > Please fill in details of any persons or corporate bodies who are shareholders of the company at the date of this return, but whose details are not printed in Section 4.
- > Also, provide the details of any persons who became but have ceased to be shareholders of the company since the date of the last annual return.
- > For jointly held shares please list those joint shareholders consecutively on this form. If a joint shareholder also holds shares in their own right, list that holding separately.
- > Please copy this page if there is not enough space to enter all the company's other shareholders.

Shareholders details	Class and number of shares or amount of stock held	Class and number of shares or amount of stock transferred (If appropriate)	Date of registration of transfer (If appropriate)
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			
Name _____ Address _____ _____ _____ UK Postcode _ _ _ _ _			



Companies House
for the record

363s Annual Return Declaration

- > When you have checked all the sections of this form, please complete this page and sign the declaration below.
- > If you want to change the made up date of this annual return, please complete 2 below.

1. Declaration

I confirm that the details in this annual return are correct as at the made-up-date (shown at 2 below). I enclose the filing fee of £15.

Signature [Handwritten Signature]
(Director / Secretary)

Date 20, 09, 2002

This date must not be earlier than the return date at 2 below

What to do now

Complete this page then send the whole of the Annual Return and the declaration to the address shown at 4 below.

2. Date of this return

This AR is made up to 31/8/2002 If you are making this return up to an earlier date, please give the date here

__ / __ / ____

Note: The form must be delivered to CH within 28 days of this date

3. Date of next return

If you wish to change your next return to a date earlier than **31st August 2003** please give the new date here:

__ / __ / ____

4. Where to send this form

Please return this form to:
 Registrar of Companies
 Companies House
 Crown Way
 Cardiff CF14 3UZ

OR

For members of the Hays Document
 Exchange service
 DX 33050 Cardiff

Have you enclosed the filing fee with the company number written on the reverse of the cheque?

Cheque Postal Order Cheque / Postal Order
Number 000153

(Please complete as appropriate)

Contact Address

You do not have to give any contact information below, but if you do, it will help Companies House to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

Contact Name
JUDITH GEORGE

Telephone number *inc code*
020 8967 4655

Address
TNS plc, WESTGATE
LONDON

DX number *if applicable*

DX exchange

Postcode W5 1UA

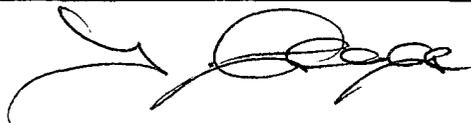
SCHEDULE 10

NOTIFICATION OF MAJOR INTERESTS IN SHARES

AVS NO

479219

All relevant boxes should be completed in block capital letters.

1. Name of company TAYLOR NELSON SOFRES plc		2. Name of shareholder having a major interest STANLIFE NOMINEES LIMITED	
3. Please state whether notification indicates that it is in respect of holding of the shareholder named in 2 above or in respect of a non-beneficial interest or in the case of an individual holder if it is a holding of that person's spouse or children under the age of 18 2. ABOVE		4. Name of the registered holder(s) and, if more than one holder, the number of shares held by each of them STANLIFE NOMINEES LIMITED	
5. Number of shares/amount of stock acquired N/A	6. Percentage of issued class N/A	7. Number of shares/amount of stock disposed 250,000	8. Percentage of issued class 0.063%
9. Class of security ORDINARY SHARES, 5 PENCE EACH		10. Date of transaction 24 SEPTEMBER 2002	11. Date company informed 24 SEPTEMBER 2002
12. Total holding following this notification 11,713,908 SHARES		13. Total percentage holding of issued class following this notification 2.99%	
14. Any additional information N/A		15. Name of contact and telephone number for queries IAN PORTAL, GROUP COMPANY SECRETARY 020 8967 2196	
16. Name and signature of authorised company official responsible for making this notification JUDITH GEORGE, ASSISTANT COMPANY SECRETARY			
Date of notification <u> 2 OCTOBER 2002 </u>			

Company Announcements Office, Old Broad Street, London EC2N 1HP
 Facsimile: 020 7588 6057, 020 7334 8964/8965/8966 (PLEASE DO NOT POST)
 Enquiries: Company Monitoring; UK Listing Authority