



## ***Our Commitment To You***

We believe that professional relationships need to be based on mutual trust, mutual support, mutual respect and mutual integrity.

As a result we only work with clients who share our belief in the importance of these four factors.

### **We will always...**

Do everything in our power to:

- Keep you fully informed about what's happening on your affairs, and complete every task on or ahead of time - so that you never have to chase us.
- Operate on the principle our work is not done, until you are 100% delighted.
- Reply to every telephone message the day you call us.
- Reply to every letter within seven days of receipt of it or on the day if you tell us.
- Maintain the high standards of integrity, honesty, openness, professionalism and confidentiality that you rightly expect from us
- Refer our contacts to you where we believe they could benefit from your products and services
- Always be on the lookout for new ideas that could help you to build an even more successful business and achieve your business goals
- Do what we say we are going to do, when we say we are going to do it
- Always agree a fee with you, - so you never receive any surprise bills

**What's more, if you are ever unhappy with any aspect of our work, we will without question - respect your right to pay whatever amount you feel is more appropriate. That is our promise.**

### **You will always...**

Do everything in your power to:

- Maintain the high standards of integrity, honesty and openness that we rightly expect from each other .
- Tell us immediately if we do any thing that you are in any way unhappy with
- Do the things on your action plan - including providing us with any information and answers we need to carry out our work - within the mutually agreed timescales for those action points
- Pay us according to the timetable we agree on in advance
- Refer your contacts to us where you believe they could benefit from our help.