

## FAQ

These are some of the more frequently asked questions we get asked by prospective clients before we act for them.

### **Will you visit us for an initial no-charge consultation?**

Yes. It often helps to see your business and accounting records and we're always happy to visit you, without charge, to discuss what we can do for you. If you prefer to visit us, for whatever reason, that suits us as well.

### **How soon can you come to see us?**

Within 24 hours, day or night.

### **You offer a lot of good services. Are your fees expensive?**

No! We offer fixed fees linked to the value of what we provide. We're not necessarily the cheapest. We don't believe in short-changing clients by providing sub-standard services just to hit a cheap price point. As you will know yourself, buy cheaply and you buy twice. We provide excellent value for what we do. Also we agree [fixed fees](#) in advance and offer monthly payment options so you always know where you stand.

### **Is your fixed quote guaranteed for more than one year and will you charge much more in Year 2?**

We do not low quote to get business for the first year. We want you as a long term client who trusts us to do what we say we will do. We want you to refer us to potential clients if you are satisfied with us. We quote what we anticipate to be a fair fee for the value provided. Sometimes there may be reasons why the amount of work involved exceeded what was expected but we would sit down and discuss these with you in detail regarding year 2 fees. In cases where it is clear exactly what work is involved we can guarantee the fee for more than one year.

### **How do I know you will deliver on your promises?**

Look at our unconditional 100% risk free [guarantee](#) If we don't deliver you only pay what you think we are worth. That is fair.

### **I've just had my accounts done and don't need an accountant until this time next year. Is there any need to contact you now?**

The earlier tax and business planning starts the better. We can help you to plan and prepare for the future not just report on the past. The early bird catches the worm!

### **Will you deal with my business quickly and return my telephone calls promptly?**

Yes and yes again. All calls will be returned within 24 hours.

**Can you help me grow my business, cut costs and save tax?**

We have a range of value added services geared to benefit clients and their businesses. Our tax department is excellent and can be relied on to ensure you legally pay as little tax as possible.

**Is it easy to [change accountants](#) and why should I change?**

If you are unhappy with your present accountant changing over to us is very simple. It can be as easy as you writing to him informing him of the change and us getting the usual financial information we need. It is not a problem to change and you owe it to yourself to look at alternatives that will meet your needs and give you peace of mind.

**Call Now**

Call us today on **021 431 0266** to arrange a FREE no-obligation meeting and see how we can help you.