

DATE

NAME

Dear

To be effective, 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.

### **Our Commitment to You**

We will do everything in our power to:

- Maintain the high standards of integrity, honesty, openness, professionalism and confidentiality that you rightly expect from us
- Deliver friendly, courteous and outstanding service. You will be respected and not taken for granted
- Meet the deadlines we set with you. We will 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 that a problem isn't solved, or a piece of work finished, until you are 100% delighted. We totally believe that your perception of our performance is always the reality. For that, and other reasons, your feedback is critical to our continuing to innovate and improve
- Refer our contacts to you where we believe they could benefit from your products and services
- The way we communicate with each other is important to you (and therefore to us). As part of that process, we will acknowledge any communication you have with us before the end of the next working day. Telephone calls will be returned same day
- Our people have the authority to make decisions without necessarily referring those issues to a Partner of this firm
- We are not just bean counters. We are truly experienced in business improvement matters. Not only have we built a successful business from scratch, but we have also witnessed the numerous successes and sometimes failures of the businesses we serve. We are totally committed to sharing that experience with you. We expect you to communicate with us frequently too

**Your Commitment to Us**

You will 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
- Provide us with any information and answers we need and access to your team to carry out our work within the mutually agreed timeframes
- Listen to any advice we offer. We acknowledge your absolute right to reject it
- You will attend to our account on the terms we agree upon

Kind Regards

Maria Palmer CA  
Absolute Accounting Solutions

Signed by: \_\_\_\_\_ Dated: \_\_\_\_\_

(Director)

Signed by: \_\_\_\_\_ Dated: \_\_\_\_\_

(Client)