

GUIDE TO GETTING STARTED WITH Marlow Associates

✓ STEP 1

Initial Meeting

We will have an initial meeting to ascertain your requirements and ensure that we can develop a mutually beneficial business relationship. During this meeting we will cover the following items.

- the business position and future ambitions
- the work you want us to undertake
- our fee structure and your likely investment in our services
- obtaining your details and identification for the set up of your files
- ordering/completion of registration for tax authorities
- obtain details of your previous accountants (if applicable)

✓ STEP 2

Service Agreement – Fixed Price Agreement etc

Service Levels are extremely important to us. We believe that all of our clients should expect to be delighted by the service we provide and as such we make service level commitments and guarantees to you. These are detailed in our service agreements which provide you with a written undertaking as to how we are going to complete your work, the timetable in which we are going to complete it and the penalties we incur should we fail to meet your expectations. Of course, service level agreements need to take into account certain commitments from you in terms of the supply of information. These are agreed by you in signing the Service Agreement document.

Letter of Engagement

This will be sent to you along with the above service agreement and it represents our legal terms and conditions as prescribed by our professional body. Once you have received this letter and reviewed the content, this should be signed and returned to us. A countersigned copy will then be supplied to you for your own records.

✓ **STEP 3**

Bookkeeping set up / review

We will arrange to meet following the return of the items in 'step 2' and will either advise you on the financial records you should keep or indeed review the standard and quality of your existing bookkeeping if necessary.

We are always keen to encourage the use of computerised accounting systems and we are experienced in the use of most proprietary systems ie. Sage, TAS, Quick-books etc.

Other Administrative Matters

Any outstanding administrative matters such as set up documentation will also be completed at this stage.

Contact Scheduling

We will also diarise the time and dates we have both committed to meet again to deliver the services you have chosen from our service packages.

SERVICE AGREEMENT

Now that we have completed the processes outlined in 'step 1' of our GUIDE TO GETTING STARTED WITH MARLOW ASSOCIATES, we can proceed with the issue of this service agreement which details our service level commitments and guarantees to you and your commitment to us.

YOUR TEAM

Principal

The principal at Marlow Associates is Adam Marlow. Adam is available to you at any time should you wish to speak to him.

Client Managers

Your personal client manager is Kevin Halford / Carl Danvers / Debbie Anderton who will manage your account as part of a small portfolio and will be responsible for overseeing all of your needs. Wherever necessary, other skills within the team will be called upon by the client manager to ensure that your individual and personal requirements are met.

Your client manager can be contacted by calling 01509 502141

Support Staff

Please see the enclosed team sheet so that you know who else to speak to if your client manager is unavailable.

Measurable Objectives

We set measurable objectives and a timetable for our work with you. Deadlines are set at the start of any project so that you know when to expect a result.

Skills Development

We will continually add to our range of skills either from internal training or by linking in with new network contacts in order to provide you with the best solutions as soon as possible. We will continually update and expand our technology systems in order to provide you with the most efficient output of work.

Fees

You will never receive an unexpected or surprise bill. We agree all fees at the start of any work or project and offer easy payment plans to suit you and your business.

Please see the attached copy of the Fixed Price Agreement we discussed in our earlier meetings/communications.

We also enclose the necessary standing order mandate to enable our fees to be paid over 10 months.

Your 'services year' runs from >>>>>>>>>>>> to >>>>>>>>>>>> and the standing order is due to be renewed in >>>>>>>>>>>> (month 11) and put in place ready for >>>>>>>>>>>> (month 1 of the next financial year).

Junior Training

Juniors will not be trained on your work without your prior approval. All of our client managers are fully qualified in their field of accounting work.

Accounts Turnaround

We guarantee to return your draft accounts to you within 90 working days, providing we have received all of the information required from you in the timeframe agreed. Should we fail to meet this guarantee your year-end accounts fee will be refunded.

YOUR COMMITMENT TO US

- You will be open, frank and honest with us at all times. You will let us know immediately of any concerns or issues you have about our work together
- You will give us all the complete information we need to do the work
- You will give us access to your team in order to supply us with necessary information to complete your work
- You will make time available to work on the items you've agreed to deal with
- You agree to listen to the advice we offer and we acknowledge your right to reject that advice
- You will pay your account as agreed and on time

We are in the business of developing our clients and making them a success
When you come across friends and contacts to whom you think we may be able to add value, we would like you to introduce us to them so that we can help them too

Enclosures: * Fixed Price Agreement
 * Standing Order
 * Staff Contact List

FREE BUSINESS FACT SHEETS – fax this page to 01509 60091

We can provide you with a range of free business fact sheets, which we feel will be of benefit to you and your business. Tick the titles below to indicate which fact sheets you would like to receive and fax this page to the number shown above

Starting in Business

- Starting up in business
- Could I really make a go of it?
- What Business Structure shall I use?
- The Business Plan
- Raising Finance
- Sourcing of Finance
- Insuring your Business

General Business

- Directors Responsibilities
- Preparing for your Accountant
- The role of the Company Secretary

Corporate and Business Tax

- IR35 Personal Service Companies
- Corporation Tax Self Assessment
- Quarterly Instalment Payments
- Tax Saving Opportunities for Companies
- Incorporation
- Franchising
- The Construction Industry Scheme

VAT

- An introduction to VAT
- VAT Annual Accounting Scheme
- VAT Cash Accounting
- VAT Flat Rate Scheme
- VAT – Bad Debt Relief

Employment Issues (Tax)

- Travel and Subsistence for Directors and Employees
- Benefits in Kind
- Company Cars
- National Insurance

- Share options for employees (EMI)
- Payroll – basic procedures

Employment

- The National Minimum Wage
- Statutory Sick Pay and Maternity Pay
- Dismissal Procedures
- Recruitment Procedures
- Redundancy Procedures
- Managing Absence
- Health & Safety
- Legal Working in the UK

Personal Tax

- Taxation of the Family
- Charitable Giving
- Child Tax Credit
- Enterprise Investment Scheme
- Venture Capital Trusts
- Tax aspects of Property Investment
- Individual Savings Accounts
- Buy to Let Properties
- Buying a Property in France or Spain
- An introduction to Self Assessment

Capital Taxes

- Use of trusts
- Capital Gains Tax – Taper Relief
- Inheritance Tax
- An introduction to Stamp Duty Land Tax

Pensions

- Occupational, Stakeholder and Personal Pensions
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