

Ronan Duffy & Co.

Chartered Accountants

January 2010

To You – Our Prospective/Current Client

We appreciate your business, and in turn we wish to demonstrate that appreciation to you. We believe the best way to do this is to offer you a consistently high quality service as a valued, individual client.

In accordance with best practice, we adhere to all regulatory requirements and professional standards without question. Instead, our core values focus on what shapes our practice by being part of 'who we are' and 'what we do'.

We hereby commit to instill the following in our services, now and in the future:

- Treat all clients like they are our boss – we would not be here without them.
- Never grow too large to remember that each individual client is a boss in their own right.
- Take the time to understand our client's business, meeting at least annually to discuss the performance of the business as represented in the financial statements and from the owner's own insights.
- Have an open and transparent fees policy, including issuing quotes for all jobs prior to commencement.
- Have a value for money fees system, where clients pay for the benefit received rather than time clocked up at notional hourly cost rates.
- Have a welcoming and listening ear with each client having direct access to partner level as required.
- Empower clients with the knowledge required to effectively manage the day-to-day finances of the business – we cannot be by their side every day but we can ensure they have the best opportunity to be a success.
- Focus on the advisory role, the personal touch, rather than 'dumping' complex analysis on clients - let business leaders focus on what matters most.

Yours faithfully


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