



ka farr&co
CHARTERED ACCOUNTANTS

Our Service Promise

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We promise...

To support you and your business by providing accountancy and taxation services of the highest quality whilst retaining a personal service.

Consistency, continuity and personal service these are our key values.

We pride ourselves on delivering a personal, face to face service to our clients and developing long term relationships with them.

This is reflected in the longevity of our close knit team, with over 250 years' experience, all of whom are dedicated to providing first class customer service and committed to saving you valuable time and money.



**Trust. Loyalty. Efficiency. Longevity.
Expertise. Personal Service.**

We commit to...

1. Get your numbers to you so they can help you grow your business and profits

We know that when you are in business the numbers are important and we also know that it is a commonly quoted fault of our industry that many businesses only receive their accounts and tax calculations many months after the end of their financial year. This doesn't allow you time to make any necessary business decisions before the end of your next financial year nor does it allow you time to save for your tax bills.

We want all OUR clients to be well prepared which is why at KA Farr & Co we offer a unique 5 month guarantee. We are committed to completing your accounts within 5 months of your year end date so that you will have prior knowledge of any tax liabilities and time to prepare for them. This also helps you plan and make informed business decisions that could save you time and/or money and improve the performance of your business in the current financial year and beyond.

We commit to...

2. Not use Jargon

Understanding the finances and the numbers in your business is one of the key factors in building a successful, growing business. It is often the case that business owners understand their product and the market perfectly but not being trained accountants they struggle with the numbers, we think that's perfectly understandable.

So here at KA Farr & Co we pride ourselves on having a no jargon guarantee in place & promise only to speak in plain English when it comes to explaining your accounts and tax affairs to you. We want you to understand the numbers so that you can make the decisions you need to build a better business.

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3. Truly care

Consistency, continuity and personal service – these are our key values.

We know business can be lonely which is why we help local businesses through every stage of their development, growth and change by attending to their accountancy, tax and bookkeeping needs.

We commit to make it easy for you to contact us and will respond to your questions or problems in a speedy, friendly & helpful way. We pride ourselves on having plenty of communication with our clients with calls always returned, appointments always available on request, and regular information packed newsletters sent out to help you run your business.

We know that if we care about you you'll care about us which is why 50% of our clients have been with us for over 20 years and 94% of new business comes from referrals.

We commit to...

4. Be honest and true

Unlike others we don't pretend to be something we are not. Whilst we are happy to advise and discuss all aspects of your business, we will not try to be your managing director.

We are Accountants and Tax Advisers, first and foremost, not Business Development Specialists. We focus and excel at Accountancy & Specialist Tax Advice, this enables us to be at the forefront of regulatory changes.

Our key & critical focus is being your Accountancy partner, ensuring that you continue to run your business in the most tax efficient way possible. We will help you to identify opportunities to improve the profitability of your business.

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5. Make life as simple as possible

Whether you are choosing your accountant for the first time or looking to change your accountant we aim to take all the stress out of it for you.

If you're starting out we can set up the right type of company for you, register you with HMRC and advise and help you with other obligations you will have.

If you're looking to move accountants we can give you a letter to sign and send to your existing advisers, thanking them for their service to date and letting them know they will be hearing from us. We will then write and request all the information we require from them regarding your tax affairs and accounts, this is standard procedure and will help make the transition as smooth as possible. In fact you won't need to do anything.

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