

Why using Cowley Holmes Accountants as your friendly advisers will make a big difference to your business

1. **SPECIALISTS:** We specialise in helping small and medium-sized owner-managed businesses. Everything we do is geared to helping businesses like yours including advice in plain English.
2. **INDEPENDENT:** As an independent firm we grow based on our excellent local reputation of delivering value for money great service, free from the constraints and burdens of a head-office-owned organisation.
3. **FREE BUSINESS GROWTH SERVICES:** Every business regardless of size, can benefit greatly from the business growth services we offer. Our personal investment in these services provides you with instant access to some of the most effective sales-generating and profit-boosting strategies.
4. **'BUILDING A BETTER BUSINESS' RANGE OF SERVICES:** Our range of services is all geared to help you build a better business in the quickest time possible. You can tap into them as and when required. Plus, our clients find it comforting to know that we can help when it comes to improving profits, optimising cash flow, saving tax and creating maximum value when they come to sell their business.
5. **3-STEP SERVICE GUARANTEE:** Our service guarantee demonstrates how confident we are about delivering on our promises. Our whole practice is bound by these service standards to ensure we give you what you want, when you want it and at the agreed price. And if we don't deliver, we suffer the consequences – not you. Here's the guarantee in full...

Our 3-Step Service Guarantee

- i. We guarantee all fees will be quoted in advance and agreed by you (there will never be any surprises). Otherwise you pay us NOTHING.
- ii. We guarantee all deadlines for completed work will be agreed with you and met. Otherwise you pay us NOTHING.
- iii. We guarantee if you are ever unhappy with the quality of our work within 30 days of completion YOU CAN DECIDE HOW MUCH TO PAY US and this will be accepted without quibble.

6. **FREE ADVICE HELPLINE:** Call the Advice Helpline at any time and speak to anyone (partners and staff) and we guarantee you won't be charged a single penny!
7. **DEDICATED STAFF:** You will have a dedicated manager and myself as point of contact on any matters or queries that you may have.

Here are some comments from a few of our clients and contacts...

"I have now used Cowley Holmes for a year since they helped me set up my new business last autumn.

"Their advice has been timely and helpful and they have resolved potentially difficult situations with the Inland Revenue.

"Barry and Kim are always available and very personable as well as knowledgeable as you would expect. I have recently recommended Cowley Holmes to a friend/business colleague and would do so again."

Miss E Shortt, ES HR Consulting Limited, Bedford

"We have been with Cowley Holmes since we set up our business 11 years ago.

"Barry & his team provide us with a consistent as well as a friendly service and can be relied upon to supply us with consultancy & support on any business issues we may have."

Mr B Wallace, Equip Systems Limited, Bedfordshire

"Barry's team have a friendly and approachable attitude to their profession which makes them perfect for every size of business. They provide clear and jargon-free answers to questions making even the complex understandable to all."

Mrs P Lees, Accounting Solutions Bureau Limited, Northamptonshire