



Why using **CowleyHolmes** 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. **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 our rates or 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

4. **FREE SUPPORT HELPLINE**: Call the Support Helpline at any time and speak to anyone (partners and staff) and we guarantee you **won't be charged a single penny!** If there's any work you want us to undertake as a result of the Support, we will give you a price in advance.
5. **DEDICATED STAFF**: You will have a dedicated manager and staff as point of contact on any matters or queries that you may have.

Our 5 Star Customer Reviews and Ratings

Visit **Google** or our website cowleyholmes.co.uk to read our 5 Star Customer Reviews



Our Services fall into three main groups:

1. **COMPLIANCE SERVICES:** Our compliance services create a safety net for your business. These are the tasks required of you by central government, such as accounts and tax returns, and we ensure that these are done, correct and on time, to help you avoid the statutory penalties.

All of these services are quoted in advance and agreed with you every year before we start anything. So, you are fully in control of your costs and face no surprises because nothing happens until we have agreed the quote with you (also see our '3 Step Service Guarantee' above).

2. **SUPPORT SERVICES:** Our support services exist to help you make best use of your business time and money. These include payroll, bookkeeping, accounts training and development.
3. **BUILDING A BETTER BUSINESS SERVICES:** Our advisory services reflect the expertise and skills at our disposal to really help your business grow and overcome any challenges along the way. Any fees for such work and advice will ALWAYS be agreed with yourself in advance.



We'd love to welcome you to join our community of happy, successful clients.