

**Why you should change Accountants**



**McIntyre Flannery Tait**  
Chartered Accountants & Business Coaches

At McIntyre Flannery Tait, Chartered Accountants & Business Coaches we believe that, apart from being technically competent, the key traits of great Accountants are

### **Accessibility, Approachability, Responsiveness and Proactivity.**

We have restructured our business and continue to evolve our systems to enable us to continually reflect these key traits, with reflective pricing for our clients.

*Consider the following 4 points:*

#### **1. Approachability, Accessibility**

- Is your current Accountant your Trusted Business Advisor?
- Do you feel they are accessible and approachable?
- Are all your questions answered in a way that you understand?

At MFT our clients are able to get hold of us as and when required, not just when their work is being completed. We have a team of qualified Accountants who have experience and expertise with all aspects of Accounting and Taxation as well as sound general business advice. This team works to understand your unique business viewpoint and it is our job to communicate effectively with you to gain this understanding. Your business is what our business is here for.

#### **2. Responsiveness**

- Does your current Accountant return your phone calls and emails promptly?
- Do they answer your questions effectively?
- Do they get to know your business and suggest appropriate services?

At MFT, responsiveness is built into our services. Part of our standard process is meeting personally with our clients to discuss their needs and go over the detail of the accounts together. We also have a policy to return emails and phone calls as soon as possible with expert advice.

#### **3. Proactivity**

- Do you feel that your current Accountant is organised and efficient?
- Is your work completed in a timely manner?
- Do you know when your work will be completed?
- Is your work reassessed as it changes?
- Do you know when your taxes will be due and how much they are going to be?
- Do you get hit with surprises with your tax bills?

As one of our clients wisely stated “we don’t know what we don’t know”. We recognise that Clients rely on us to advise them of potential issues with their accounts, taxes and business operations. The more we know about you and your business, the more we can help. At MFT, we are proactive rather than reactive through our systems that are designed to keep clients informed about the progress of their work throughout the whole process.

#### 4. Charges

- Do you feel you get good value for your money with your current Accountant?
- Do the annual fees come as a shock?

At MFT we are at the leading edge of internal systems to ensure all of the above points are continually addressed and clients get value for money, however we understand that one of the key concerns for Clients is how their work is charged.

Traditionally, Accountants have billed for their work based on the time taken to complete it, whenever that may be, which can be problematic and lead to unexpected bills and long timeframes.

At MFT, we first discuss what services are required by our Clients, then together agree on timing - we schedule your work so that you know when it’s going to be underway and when you’ll need to gather your documents. We can also let you know what it will cost *before* we do your work, based on a number of factors. This means that our clients get value for their money and know in advance what their accounting work will cost.

At MFT we also offer more ways for our Clients to pay their fees, through developing individual payment plans or utilising feeSmart, so that quality accounting is available to everyone without any fear of the bill.

Here at McIntyre Flannery Tait, Chartered Accountants & Business Coaches, we understand that accounting can be a somewhat foreign, complicated business. We pride ourselves on assisting our clients and being practical and down to earth about how we achieve their unique business goals.

Talk to one of our team today about how we can help you do the same.