

# Practice Sales Promise

 We respect and observe the highest levels of integrity, and respect confidentiality.

 We will always agree terms and conditions prior to engaging in any formal work.

 There are no hidden fees and our fee structure will be clearly explained at the outset with complete transparency on who is liable for fees with any financial bias declared.


 We fully comply with the Information Commissioners Office for Data Protection.

 We deposit all money held on behalf of clients in a separate designated account.

 We will treat all clients with dignity and respect at all times.

 We allow easy access to the Directors should it be necessary to complain about any aspect of our service.

 We will never put ourselves above the needs of our clients.

 We maintain an adequate number of technically competent and client focussed personnel thereby ensuring our high standards of service.

 We will immediately declare any foreseeable financial bias or conflict of interest.

 We will disclose any new material information impacting on a transaction at the earliest opportunity.

 We ensure all client information is securely disposed of using a reputable shredding company who issue a certificate of safe destruction.

 We will explain what we expect from you.

 We will carry out our work in a timely manner.

 Respond promptly to your enquiries.

*Supported by....*

Frank Taylor & Associates