

Harris Lipman LLP
2 Mountview Court
310 Friern Barnet Lane
London
N20 0YZ

Tel: 020 8446 9000
Fax: 020 8446 9537

email: mail@harris-lipman.co.uk



50% recycled content - at
Harris Lipman we feel we
have a social responsibility
to help our environment.

HOW YOU CAN HELP US

We can only give our clients the best possible service if the information you give us is complete and accurate. Here are some suggestions for how you can help us to help you:

- Please bring all relevant papers with you when you come to see us – if you are not sure, please feel free to ask beforehand, or bring what you think might help us.
- Please tell us at the outset what your needs and expectations are, so we can agree what is possible to achieve.
- Please tell us if those expectations or needs change at any time.
- Please tell us if you have any specific time limits or targets which are not obvious to us.
- Please tell us if you have not understood anything we have told you, whether it was in writing or during a meeting or telephone conversation.
- Please tell us if your contact details change, or if your personal circumstances change in such a way as to affect your dealings with us.

If you have any questions, or would like further information please contact us.



HARRIS LIPMAN CLIENTS' CHARTER

At Harris Lipman, we always strive to achieve the highest standards, and to treat our clients with care and professionalism at all times. Here is your guide to what you can expect from us in terms of customer care.

OUR TEAM COMMITMENT TO YOU

As our client you have the right to expect the following standards from us:

- By using qualified and experienced people we will add value to the basic compliance services we provide so that you can obtain greater benefit.
- You will receive friendly, courteous service and will always be respected.
- Our aim is to achieve the highest standards in the services we provide for all our clients.
- We will honour our commitments to you absolutely. We will be objective and act with integrity at all times.
- We will always return your call by the next business day. Our aim is to reply to correspondence and emails within three working days.
- You have the right to query any of our fees and we will always provide you with a detailed analysis should you require it.
- If as a result of our actions you become liable to a fine or penalty we will compensate you accordingly.



- Our people have the authority to discuss confidential matters with you. We understand the importance and value of your trust.
- We will strive to gain a continuing greater understanding of your business and this knowledge will be made available to our team for future use.
- Your feedback is critical to our policy to continually innovate and improve. We are always looking forward to your ideas, comments and suggestions.