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Chartered Accountants & Chartered Tax Advisers

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Dear client

Please find enclosed your tax tables, which I hope you will find helpful. Thank you for your continued business, which we appreciate as we continue to grow and improve our service.

This year we have enjoyed helping the early adopters among you with new digital software. It's been great to receive calls saying "I love my system"! HMRC's has ambitious digital plans, so we will talk to business owners and landlords about how we can help move when you're ready.

Julie achieved a huge 85% in her tax exam and Sajid joined us last August to study as a Chartered Accountant. The three of us work together using screen shares, which is increasingly popular with clients. We welcome meetings in person but please do ask if you prefer this, as many don't!

We have made a good start working with the Chartered Accountants VRC from Kerala, though it is early days. We are sponsoring two students through sixth form there and fund raising for the school science lab as well as helping local schools - at Easingwold, the winner of our prize for overcoming difficulty got the night's biggest cheer. We were the fifth UK firm to join the likes of KPMG to offer "Access Accountancy" work experience to less privileged students. Excellent feedback has encouraged us to develop an online "academy week" this summer.

Julie and Sajid taking on more day to day work has helped me continue to invest internally, in my role on the ICAEW Council and on a corporate governance project.

We are grateful to you for being flexible with our study leave, new technology and inevitable peaks and troughs in our work. We remain committed to open and long term client relationships, to which end we will now be billing more clearly by the hour and are considering making our own accounts available to clients, once we reach the VAT registration threshold.

I wish you all the best in the coming year and we look forward to continuing to help you. Please do not hesitate to get in touch should you have a query, feedback or suggestions.

Kind regards

Yours sincerely

Lydia Ebdon BSc FCA CTA

Managing Director