



7 April 2017

Dear client

**Our service to you**

Please find enclosed your tax tables, which I hope you find helpful. Thank you for your continued business as we strive to do our best for you, as tax becomes ever more complicated.

We have had a good year and enjoyed working with clients, old and new. We continue to encourage clients to go digital, whilst lobbying for delay or simplification of HMRC's plans. The new legislation for Making Tax Digital requires at least six filings per year, which seems unduly onerous. HMRC can't cope with existing complexity; errors in their system mean we must file some 2016/17 returns on paper. Contractors on the flat rate scheme for VAT are likely to be better off leaving the scheme after it has become very complicated.

In response to client feedback, we will now invoice cloud software six monthly in advance, in April (March from 2018) and September or otherwise by arrangement. We are using more screen shares to take clients through accounts and tax returns, but we also email, meet, or talk by phone.

In the last year we gave four students from less advantaged backgrounds a week of work experience, funded a new science lab and four sixth form places at a girls' school in India, and sponsored prizes at local schools in line with our values, for looking after the environment, overcoming difficulty, welcoming difference, and for maths. We maintain a good relationship with VRC Chartered Accountants in Kerala, India, though we have not had the volume to justify continuing to work with them.

I continue as a member of the ICAEW Council, our institute's governing body, and to research governance in hope of publishing something next year. Julie, Sajid, and myself all continue to study including to keep our technical knowledge up to date.

We wish you all the best in the coming year. We are grateful for your continued business and look forward to working with you and building our relationship.

Kind regards

Yours sincerely

Lydia Ebdon BSc FCA CTA

Managing Director