



**ApproachableAccountants**  
Chartered Accountants & Chartered Tax Advisers

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 @HelpWithTax

25 April 2018

Dear client

**Our service to you, your privacy, and forthcoming changes at Approachable Accountants**

Please find enclosed your tax tables updated for the changes previously announced; the spring statement, as promised, brought no significant changes.

*Our service to you*

Every year Julie, Sajid, and I take a day out to review all our clients aiming to ensure that we really are doing our best for you. This year we had a great session, thankful for so many valued relationships that we think work well, but we also decided that we should do more to check that you agree. We decided to re-instate paper feedback but on a three year rolling cycle, to try and keep our fingers on the pulse. If you have a form with this letter, we'd be very grateful for your thoughts on our service. We welcome feedback at any time so please do not hesitate to contact us in the usual way if you have any suggestions.

*Your privacy*

We are updating our service for new privacy (GDPR) regulations. This means that we will not be able to contact you once you leave us, we are upgrading our controls over record keeping, and highlighting the option to have a secure portal, as our engagement letters will explain.

*Forthcoming changes at Approachable Accountants*

I am pleased to tell you that Julie aims to convert to membership of the ICAEW and that she and Sajid have agreed to take the business forward between them in due course, hopefully by this time next year, when I know I will be leaving you in very good hands. We will ensure a smooth handover when the time comes, and will update you again then. The governance research project I started a couple of years ago has demanded a lot of work and I feel I need to attend to it full time with an eventual publication the goal.

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 continuing to build our relationship.

Kind regards

Yours sincerely

Lydia Ebdon BSc FCA CTA

Managing Director