



## Client Expectations. Accountant Expectations.

### What You Can Expect From Us.

- ✓ We will reply to all calls and business emails within 2 business days. (although we do our best for same day)
- ✓ We will be respectful in all communications and interactions.
- ✓ We will start all meetings and calls on-time.
- ✓ We will advise of the fees upfront. If extra time is going to be incurred, you will be advised prior to us proceeding.
- ✓ We will not provide any sensitive financial information from an email request. All such requests are required by phone for us to verify your request, confirming you requested the information and to ensure fraudsters did not hack your email.

### What We Expect From You.

- \* You will be mutually respectful in all communications and interactions.
- \* You will reply to all calls and business emails within 2 business days.
- \* You will arrive on-time for all meetings and calls.
- \* You will honour and respect our filing deadlines to ensure your taxes are always filed on time.
- \* You will provide any CRA letters received to us within 10 days, when you require our assistance in responding.
- \* You will follow our guidance and procedures.
- \* You will ask questions when unsure.
- \* You will not take advice from family, friends, neighbours, etc. (when not otherwise a CPA actively working in Public Practice).

**SHARON PERRY INCORPORATED, CHARTERED PROFESSIONAL ACCOUNTANT**

PO BOX 64553 RPO COMO LAKE COQUITLAM BC V3J 7V7  
604.492.0111 INFO@SHARONPERRY.CA SHARONPERRY.CA