



CHARTERED  
ACCOUNTANTS

## Introducing our **Engagement Letter**

### Frequently Asked Questions

*Why have you introduced an Engagement Letter?*

- We've needed to take this step - to ensure everyone involved, both you and us, are clear of the agreed terms of engagement.
- It's a common business practice and goes a long way to removing any uncertainty or "guess work".

*But I've been a customer for years and never had an Engagement Letter – why should I bother now?*

- We've got a large number of long standing, valued customers – the Engagement Letter firms up what we said we'd do, when we said we'd do it by..... and for how much we'd do the work required.
- It's a common business practice and also a term and condition of doing business with Strettons.

*I've previously not had to sign such a document – why is it required now?*

- The Engagement Letter sets out what work we will carry out on your behalf, our terms and conditions of business and the price. You'll now have all this information – up front, at the start. Previously this may not have been the case. Our customers would rather have all the material facts down on a bit of paper in writing.
- We've found before anyone else will carry out work for us, we must first sign their letter of engagement, which is often a term and condition of doing business with them.

*I've noticed a change in the price for the same or similar work you've done for me previously – why is this?*

- As we're moving to "Up Front Pricing" there may be a change to the price for the work we carry out on your behalf. Where this happens, we will have been in touch with you one way or the other to advise you of the reasons for the change.
- A careful assessment of the work we do for you and the price to undertake that work, has been undertaken in arriving at the final price.
- The price itself reflects the value and availability of our intellectual expertise, knowledge base, technology and professional liability.

*What's with the "new" terms and conditions of business?*

- The terms, in fact, have always been in place. It is a timely opportunity to remind our customers of our terms which can now be found online at [www.strettons.co.nz](http://www.strettons.co.nz)

