**Supporting you and your business**

**Document subtitle:** Offering a pillar of support through challenging times

**Example 1:** Fee increases

Dear/Hi [Client name],

The current economic climate has been a challenge for everyone, not least owner-managed businesses.

In line with the demands and rates of the market, there has been a need for us to look at our fee structure. With this in mind, we want to be completely transparent with our offering and fees going forward.

Throughout this document you can find a confirmation of our proposed fees for the coming year, [alongside the specialists who will be delivering your service].

Over the [*enter duration of client relationship* i.e. last few months/years] we have loved getting to know you and your business, and hope to continue to act as a pillar of support to you and your team in the coming years.

If you have any questions, queries or would like to put time in the diary to follow up, please get in touch.

**Document subtitle:** Get to know your team of specialists

**Example 1:** *Clients who have feedback that they are not sure who to contact/flagged communication issues*

Dear/Hi [Client name],

[Following on from our recent discussions] ***or***

[Over the last few years our team has grown significantly; whilst this means we have strength in depth when it comes to supporting your business], it also means there are now more team members supporting your business across different service lines.

With this in mind, we want to make sure you know exactly who is delivering what for your business.

Throughout the rest of this document you can find an [introduction/refresher to/of] your wider support team alongside their direct dial and contact details. There’s also an overview of the all ways in which we are here to support your business.

We look forward to continuing to build upon our strong working relationship, acting as a pillar of support to your business during these [economically challenging times/as you continue to grow.]

**Document subtitle:** Introducing you to your team of specialists

***Scenario 1:*** *A current client who has signed up to a new service line*

Dear/Hi [client name],

We’re delighted to be supporting you with [new service offering i.e. your succession planning/audit/tax planning etc.]

With recent [changes/additions] to your [team/business], we’d like to introduce you to your wider team of specialists, to ensure you know exactly who is supporting you with what, as you [continue to grow/start planning for the future].

***Scenario 2:*** *Inheriting new clients from an outbound partner/director/team member*

Hi [XX],

For the last xx years Haines Wats worked with [client name] as it has grown and prospered here in the region.

In this next stage of our relationship together we want to build on what we have achieved. Whilst there are new faces supporting your business, we will maintain the high levels of client service you’ve come to expect.

We’ll continue to be by your side and act as a pillar of support, whilst offering the expertise you need to achieve your business ambitions.

Throughout this document, we want to outline your team and the service that they will be providing to you, [as well as outlining other service offerings which we feel could further support your business as it grows].

As a firm we’ve been by your side through key stages of your business growth, and we’re excited to work with you throughout the next stage of your journey.

If you have any questions please feel free to get in touch.