



Ascenta Service Standards

Our commitment to you.



We build lives and in the pursuit of that, create an organisation that listens, cares and acts based on solid financial foundations. We treat your issues as if they were our own, listening intently and acting appropriately to build and improve your life.

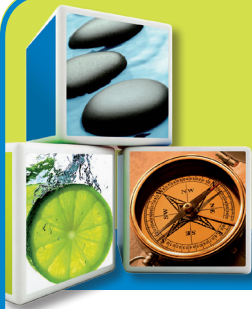
Leveraging our financial and related skills we expose and challenge what is occurring, and we're with you every step of the journey towards a better tomorrow.

We Will:

- ✓ Know and **understand** your objectives, **devoting** our attention to helping you **achieve** them. We will **educate** you, and help you **enjoy** the journey to reaching your goals.
- ✓ **Proactively** seek new and innovative ways to increase the value we provide you.
- ✓ **Collaboratively** develop your Strategy and Plan for achieving your objectives, while actively seeking and listening to your **feedback**, and **tailoring** our services to suit you.
- ✓ **Dedicate** a lead advisor and business team responsible for meeting your needs, ensuring your access to the relevant business assistance and ensuring your **satisfaction** with our services. We will notify you within 7 days if a change of team member becomes necessary.
- ✓ Manage your expectations and ensure your **full understanding** on the cost of our services before we proceed, keeping you **informed** of the progress on matters to which we are attending on your behalf.
- ✓ Conduct ourselves in a **professional** and **ethical** manner at all times, maintaining strict **confidentiality**.
- ✓ Ensure that one of our team members is **accessible** and able to respond to your queries during business hours and where possible after hours.
- ✓ We will **meet** work-related **deadlines** we set with you, responding to your phone calls and emails within 24 hours (during the week), or advising if we can't respond and confirm when we will be able to deliver.
- ✓ Remain **up to date** with the latest **legislative** changes, ensuring that your **financial well being** is preserved to the best of our ability.
- ✓ **Honour** our **commitment** to improving the lives of disadvantaged Queenslanders, by supporting local charities and working within the local **community**.
- ✓ **Minimise** our **impact** on our **environment** through paper recycling, carbon emission reduction, and other **sustainability** measures.



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Ascenta Introduction Standards

Over 90% of our clients find us via a referral or introduction, so they are the key driver for our own business growth. For our clients, these introductions allow us to help their friends and colleagues...or even their own trusted suppliers or customers. Hence, introductions are important for all parties.



As a result, we have adopted certain Standards in how we treat any introduction to a potential client. Just in case you should introduce us to anyone in the future, you should take comfort from these Standards.

- **Opportunity** We view any introduction as merely an opportunity to see if there is any common ground, so there is certainly no expectation or obligation.
- **Confidential** We operate under a strict Privacy Policy and cannot disclose any information or dealings between any parties, at any time.
- **Personal** We prefer a personal introduction, even if briefly via an email or phone call, to avoid any feeling of a cold call or unexpected approach.

What do our clients say?

"We have never had any inclination to go anywhere else. We've been with SRJ for nearly two decades and we have seen how frustrated other businesses are with their accounting and financial services. There are not a lot of good quality companies out there. We can see the quality in SRJ."

Todd & Megan Mason, TPM Builders

"We are all on the same page and working together. Even their negative feedback is constructive! It helps us improve."

Darelle Nester, Norths Leagues & Services Club

"Thanks to SRJ's business and strategy advice we have experienced average growth in excess of 30% each year for the last 5 years. We are going from strength to strength."

Kurt Hogan, Mediquip Pty Ltd

"The audit manager and audit partner at SRJ are easily contactable to answer any questions about the process of the audit. This is something hard to find with a Big 4 organisation."

Michaela Turner, RX Works

