



## Start-Up and SME Accounting Specialists in Chichester

We take client feedback very seriously. In December 2013, we undertook a client survey to understand what clients want from us and how they feel about the service we provide.

Here are some of the key pieces of feedback:

- 100% of personal clients and 97% of business clients would recommend Evans Weir to someone else
- Personal clients are clearly happy with the service they receive; 100% rate Evans Weir as good or excellent (75% excellent)
- Business clients echo this with over 97% rating the service they receive as good or excellent
- 100% of personal clients and 87.88% of business clients feel they have sufficient face-to-face contact with Evans Weir
- Our clients stay with us - Some clients have worked with Evans Weir for so long, they cannot remember how they first got in contact!
- 55% of business and personal clients chose Evans Weir because of the people/staff with only personal recommendations informing the decision making process as strongly
- Clients are established businesses with 2/3 having been in business for more than 5 years
- Our clients are typically smaller enterprises with 89% employing 10 or fewer staff

### What our clients say about us



#### **Freelance Business Services Sussex** **Business administration, marketing and support**

*"Initially a little apprehensive about investing in accounting software for my business I starting using it following advice from Evans Weir. As a result my accounts are so much easier to keep up to date. Thank you Tony and David for your accountancy support throughout my first year of trading."*