



ADVICE LINE HELP SHEET

What's The Advice Line For?

The advice line is to offer support to franchisees with regard to rescue and insolvency matters.

It's a technical advice line to provide answers to questions and to give advice on matters outside of the scope of your usual working relationship with your clients (or employer).

Why is the Advice Considered a Worthwhile Benefit to Franchisees?

In the current marketplace survival of a business is paramount. Every business generates work for other businesses and in this case specifically its accounting and business advisors (and its key internal staff).

It is essential that in a rescue or insolvency scenario that the key facilitator of the process is you. This enhances goodwill and relationships and sets a sound footing for long-term future of the professional relationship.

The information and advice available through the helpline enables you to be this key facilitator that leads to a structured solution for all involved.

This role leads to a greater security of income for your practice (or simply continued employment).

If circumstances require, face to face meetings can be arranged. Meetings can usually be arranged at short notice. There is no charge for an initial fact finding meeting.

Who Will I Speak To?

Your call will initially be answered by one of our reception team; they will then direct you to the appropriate person to deal with your query. There is no call centre style of operation, all the individuals advising you work daily in their specialist areas and are kept up to date on technical developments.



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Who Operates The Advice Line?

The advice line is operated by F A Simms and Partners Limited which is part of the F A Simms Plc Group. We are a family owned business that has operated in our specialist area for over 25 years.

Our head office is based in the Midlands with separate offices based in London, Birmingham and Bristol.

How Much Will It Cost Me To Use?

As a franchisee the only charge is the call charge, which is a local rate tariff and not a premium rate or national rate call.

What If My Client Wishes To retain You To Undertake Work on their Behalf?

Any transition from free advice and meetings to a formal appointment will be clearly stated and costs of such work will be transparent and laid out prior to any chargeable work being undertaken.

Is It Possible To Arrange a Face to Face Meeting?

Depending on the nature of the situation we will generally make ourselves available for face to face meetings. Locations can be arranged to suit you. In addition to our listed offices we have arrangements through business partners with access to premises across the country.

My Client is Under Pressure and I Need a Meeting Soon!

No problem, we understand the pressure felt by a client in these circumstances. We make every effort to make ourselves available for meetings at short notice.



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Is The Advice Line Confidential?

This is a key area and we are keen to state that, as opposed to many advice lines, our calls are not recorded and their contents remain confidential.

Can My Client Speak To The Advice Line Directly?

No problem, however it would be useful for your client to make comment as to who has advised them to use the Advice Line to avoid any misunderstanding.