

Working in Practice

Loss of a Client – New Accountants

There are occasions when a client wishes to change accountants.

When this occurs, the first the Agent may know of it is when they receive a letter from the newly appointed accountants.

At this point, although there may be disappointment, it is necessary to maintain a high degree of professionalism, and accept the loss of a client. The client may wish to move to a new accountant for practical reasons (they wish to have a more local accountant).

The new accountant will write to ask if there are any reasons for not representing the client, and unless a bill has not been paid, there should generally be no reason not to pass the client on.

The new accountant will require trial balances, the last set of accounts, and a copy of the last self assessment where applicable.

The working papers used by the agent to prepare the accounts are the property of the agent and do not need to be sent, but it may be helpful to include details of

- VAT reconciliations
- Bank reconciliations
- o/s Creditor details
- o/s Debtors details
- Corporation tax computations
- Copy self assessments