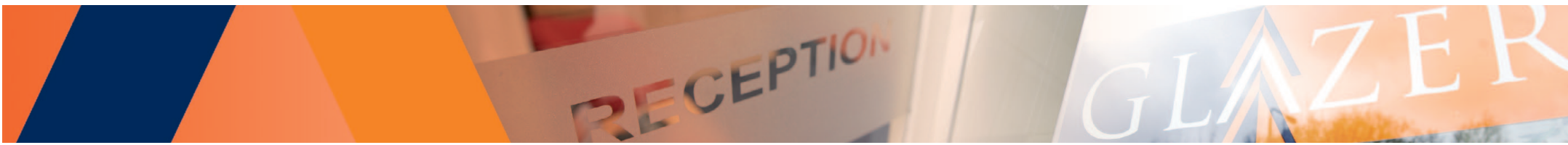




A Guide to Our Services



www.glazers.co.uk



Welcome to Glazers

Glazers is a lively, forward-thinking firm of Chartered Accountants, Business Consultants and Financial Advisers based in North West London, looking after business and personal clients who expect the highest level of service.

For more information about our services, including accounting, tax advice, auditing, bookkeeping, business consultancy, financial planning, financial outsourcing, payroll, tax, & VAT please contact us.

We have an experienced team of approximately 35 people to look after your needs, including our 6 partners, and are proud to be an Investor In People.



Partner Profiles



Our Managing Partner, Stewart Okin, joined Glazers in 1986, after training with a top fifty practice and qualifying as a Chartered Accountant in 1978. He enjoys dealing with the affairs of a wide variety of clients, and has a specialist knowledge of property management companies. Stewart's passion is motorcycling; both riding and watching motorcycle racing. He has recently bought a smaller motorcycle and a bigger TV.

stewart.okin@glazers.co.uk



Russell Black joined Glazers in 1987 from a top ten practice, having qualified as a Chartered Accountant in 1983. He is also a Chartered Tax Adviser, the firm's Marketing Partner and author of Starting Up In Business, an area in which he takes a special interest. Russell plays the guitar badly enough to annoy his neighbours, and gets his blues inspiration supporting Tottenham Hotspur.

russell.black@glazers.co.uk

Partner Profiles



Philippe Herszaft joined Glazers in 1997 as Audit Manager, having qualified as a Chartered Accountant in 1992. He is a general practitioner with a bias towards audit and business consultancy.

Philippe loves singing. Unfortunately, this can be heard all around the office whenever Arsenal win.

philippe.herszaft@glazers.co.uk



Darren Specterman joined Glazers in 1996, after specialising in corporate tax with a top twenty practice. Having qualified in 1990 as a Chartered Accountant, he is also a Chartered Tax Practitioner and the firm's Tax Partner.

Darren likes to buy cakes for everyone in the office on his birthday. This usually falls on a Sunday.

darren.specterman@glazers.co.uk



Partner Profiles



Jessie Kho joined Glazers in 2003 as Audit Manager and is one of the firm's Audit Partners. Jessie qualified as a Chartered Certified Accountant in 1988 and gained a wide range of audit and general accounting experience from running her own accounting practice in Ealing and whilst working for UK accountants as well as one of the top four firms in Malaysia.

Jessie is an active member of her church social committee. She enjoys singing with the church community and also loves eating, but not normally at the same time!

jessie.kho@glazers.co.uk



Paras Shah joined Glazers as Audit Manager from a top ten firm in 2010 having qualified as a Chartered Accountant in 2002. He is one of our Audit Partners and has experience in dealing with organisations in many different sectors, ranging from owner-managed SMEs to large companies and groups including companies listed on AIM.

Paras is a big Liverpool FC fan and was lucky enough to be at that famous night in Istanbul in May 2005, which he often describes as the best day of his life, but don't tell that to his wife!

paras.shah@glazers.co.uk

Consultant Profile



David Higgins is our Director of Financial Services. He has been involved in the financial services industry since 1989. During this time he has gained a wealth of experience with companies such as HSBC and Abbey National before setting up Re-Financial Planning Limited (the financial planning division of Glazers). He is a member of The Society of Financial Advisers and a Certified Financial Planner.

David doesn't have time for interests outside work, as he is too busy running marathons, the occasional triathlon, windsurfing, riding his motorbike and avoiding duties at home.

david.higgins@glazers.co.uk



10 Good Reasons to use Glazers

1. Client care comes first. We recognise that you and your business are unique and so are your requirements.
2. Your first meeting with us will be free, with absolutely no obligation.
3. You will be offered a choice of fixed fees or flexible billing, whichever works better for you.
4. You will be assigned a partner, who will look after your affairs, assisted by a regular team of staff.
5. You will have access to expert knowledge and a diverse range of services.
6. All work will be carried out by us personally, either at our office or at your premises. We don't outsource work, either within the UK or abroad.
7. When you call us, you will be put straight through to the person you need to speak to, as quickly as possible.
8. Your accounts and tax returns will be prepared promptly, and you'll receive a fast response to emails and letters.
9. We promise not to baffle you with jargon. We like to make complex matters as simple as possible.
10. You will receive monthly tax and business news updates by email. (You can opt out if you prefer). If you're starting a business, you will also be given our business start-up guide free of charge.

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Our Services

BUSINESS SERVICES

- Audit & Accounting
- Business Tax
- Business Consulting
- Corporate Finance
- Financial Services
- VAT Consultancy
- Payroll
- Company Formation

PERSONAL CLIENT SERVICES

- Personal Tax
- Financial Services





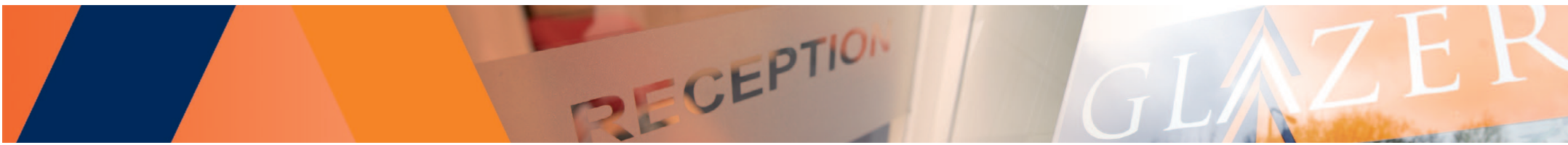
How do we Charge?

Glazers offers a full choice of fee and payment plans. You decide, and tell us whichever way suits you. And if you want to switch to another option at any time, just let us know.

Fee Plans

- **Fixed Fee** - Total peace of mind. We will agree our fee with you in advance. You get certainty, while we take the risk!
- **Variable Fee** - The traditional method, still favoured by many. You pay according to the time we necessarily spend in dealing with your affairs, and according to the levels of the members of staff involved in dealing with the work.
- **Fixed/Variable Combination** - As this suggests, we can agree a fixed fee with you for certain services, while providing other services on an hourly basis. For example, you might want to agree a fixed fee for year-end accounting and audit work, but 'pay as you go' for tax or consultancy services during the course of the year.

Once you've chosen the fee plan that best suits you, we'll agree one of the following payment plans with you.



Payment Plans

- **Monthly Standing Order** - This is available with all our fee plans but works particularly well with the fixed fee plan, as it spreads an agreed amount over the course of the year.
- **Pay on Invoice** - The traditional route. We charge you as and when we complete a particular piece of work (such as a tax return or accounts, for example), or alternatively at pre-agreed intervals, and you settle up with us within 7 days. If you want to spread your payments over several months, we also offer a payment plan through Premium Credit.

Whichever payment plan you choose, we keep your statement of account with us up to date daily, so a statement is available to you at any time. If a payment is due to us, we will send you a statement automatically.

Could it be any easier? If you think so, please let us know – we're always open to new ideas!



Our Clients

Testimonials:

“As a small specialist furniture company we have very successfully used the services of Glazers as our accountants for over 20 years. Consistently they have offered the very highest personal and professional service with great attention to all detailing and a clear understanding of the various challenges that have arisen throughout our history. What is particularly assuring is their speedy response to any communication and the impression they give of being one step ahead. I would recommend them without hesitation.”

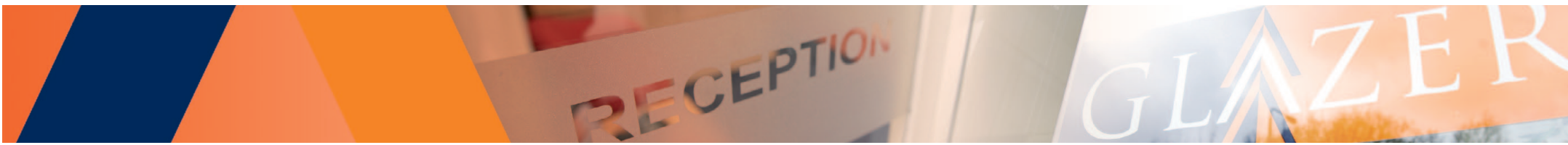
Nigel Carew-Jones
Director, Carew-Jones & Associates Limited

“Glazers provides excellent customer service. Our enquiries are always acknowledged immediately and dealt with rapidly. It’s a pleasure working with the Glazers team.”

Simon Lande
CEO, Magus Research Limited

“We’ve been dealing with Glazers for 15 years now and have always found their industry knowledge, expert advice and professional service a great resource for our company. Their pro-active approach, attention to detail and dedicated service are just some of the ways that Glazers show that they truly care about their clients.”

Malka Dilks
Director, World Club Travel Limited



“I’ve been a personal and commercial client of Glazers since 2005 and during this period Glazers have been responsible for all of my tax and accounting requirements.

In the preparation of my personal and commercial accounts Glazers have been professional, ethical, efficient, helpful, informative and highly competent. I have also worked with specialist areas of the Glazers business including areas such as VAT, financial planning, pensions, international tax planning and new business acquisition and formation.

In these various advisory capacities Glazers have demonstrated a high level of knowledge and understanding and have been able to confidently advise me and my own Finance team. Their fee structures weighed against the value of their work and advice represent a sound investment and they will consistently create a savings opportunity for clients by identifying tax efficient actions.

Lastly, the team at Glazers is composed of friendly, helpful and approachable staff from top to bottom and they clearly value their clients and building a long term relationship with them. In my case, I like this about Glazers, I like their ethics as a firm, and I feel confident that my patronage for my commercial enterprises as well as my own personal tax affairs will continue well into the future.

I highly recommend this firm to prospective clients.”

Tyrone Macdonald
Managing Director, Magnum Direct Limited

“I have been with Glazers for over 20 years. I would like to thank you and all your team for your advice and the benefit of your experience which has been readily available to me.”

Peter A Clark
Engineering Consultant

“Many thanks for your introduction meeting, which I found both clear and concise. I spoke with other accounting firms (including yourselves, 5 firms). I found you throughout the first meeting to be ABC “Always Being Clear” with how your services would assist my requirements, providing some very beneficial advice regarding my business, and understanding small business start up challenges.”

Malik Ayman
Owner, Ayman Tae Kwon Do Kingdom



Our Clients

Most of our clients are in business, trading as:

- Private companies
- Unquoted plc's
- Partnerships
- Sole traders

Some run non-profit-making organisations, such as:

- Charities
- Residential management companies
- Clubs and associations

Many are not in business, and we look after their:

- Personal tax affairs
- Personal financial planning
- Personal investment portfolios
- Rental income accounts

Where are our clients based?

Within the UK:

- Mainly in London and the South-East, and...
- We also have many clients all around the country

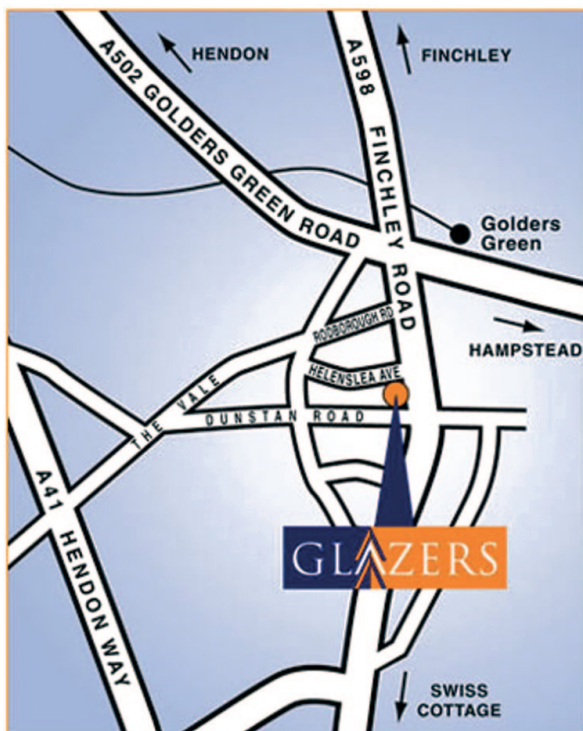
Europe and Worldwide:

- Companies with branches or subsidiaries in the UK
- Overseas business clients with UK companies
- Overseas landlords with UK property

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How to find us



843 Finchley Road
London
NW11 8NA

Tel: 020 8458 7427
Fax: 020 8458 8504
email: quality@glazers.co.uk

For more information visit www.glazers.co.uk

