



KAREN ECKSTEIN
LIMITED



Close the Circle[®]

Do you know what is in your engagement
letter and terms of business?

When did you last review them?

In any dispute or disagreement between you and your client, the engagement letter and terms of business are the first port of call. But too often, you may find yourself relying on out-of-date, generic, or incomplete documents, unsupported by the policies and processes that make them work in practice.

When that happens, you're left exposed to major risks with serious impacts for your business, such as scope creep and unrecovered fees draining profitability, liability caps struck out leaving you with unlimited liability, regulatory investigations demanding detailed responses, and complaints or claims escalating because your protections don't work in practice.

The long-term impacts can be devastating; higher insurance premiums, wasted management time, damaged client relationships, and risks that could threaten the future of your business.

Do your retainer documents:

- Enable you to charge increased fees if the scope of the retainer alters?
- Enable you to extend the scope of retainer after the initial instruction?
- Give you protection for claims by third parties?
- Protect you from claims arising as a result of late or inaccurate information provided to you by your clients?
- Protect your staff from claims brought against them personally by clients?
- Enable you to report errors in clients' reported tax affairs to HMRC?
- Deal with the situation where there is an internal dispute within your client?
- Are your liability caps valid or do you unknowingly face unlimited liability to your clients and third parties?
- Are you properly identifying and dealing with consumers and cancellation notices?
- Are you confident that your engagement letters are enforceable?
- Have you got good systems in place to ensure that your engagement letters have been received, agreed and reviewed when necessary?

Close the Circle® can help!

The Close the Circle® service reviews and updates your engagement letters, terms of business, and supporting policies to ensure they are fit for purpose, tailored to your practice, and backed by processes that work. We bring years of specialist experience working with professional firms, insurers, and regulators, so that you can be confident that your engagement documents, policies and processes are suitable for your practice.

We know the biggest barriers to updating your engagement documents are time and cost, which is why we've developed a package of fixed price services. These start from £900 + VAT (further details below), so you can choose the areas that matter most now, add more later, and always know the cost upfront. If fixed price services don't suit your practice, we'll be happy to provide a tailored quote instead.

Why take the risk?

Fixed Price Services – Transparency and Control

Our fees are transparent and agreed in advance, so you remain in control and avoid unexpected bills. With prices for each individual service ranging from £900 + VAT (depending on the service chosen), you remain in control of your budget and can purchase only the services you require and not those that you don't need.

Individual Services
Terms of Business
Complaints Policy, Process, Guidance & Log
Liability Cap Policy, Process & Guidance
Scope Creep Policy, Process & Guidance
Engagement Letter & Fee Schedule
Schedule of Services
Consumer Engagement Letter, Policy, Process & Guidance

What do our clients say?

"Karen reviewed and updated all of our terms of engagement documents. ... Valuable suggestions were made by Karen and we happily accepted them all. It was a quick process and now I have peace of mind that our engagement documents remain fit for purpose."

Accountancy Firm

"We have known and trusted Karen's expertise for years. Always reassuring to deal with a real expert in the field. Karen's in depth understanding helps her quickly understand the issues and provide quality legal guidance. Advice we obtained from her on a recent project [on engagement letters] was swiftly supplied, clear and great value."

Professional Indemnity Broker

"[I] operate a chambers for a barrister who provides specialist tax and legal services to solicitors and accountants. We knew that we needed to sort out our engagement letters so that we didn't have problems with our clients and regulators, but we wanted these also to be clear and understandable to a lay client. We were worried that because our barrister's business is unusual with several regulators that the process would be time consuming for our practice administrators, painful and expensive."

We were delighted with how smoothly the process ran. [Karen was] friendly, helpful, commercial, and...solved problems that we didn't even know we had. We have put new engagement letters in place and now have better liability caps. We've streamlined the process to take on new client and have a process to capture and charge for work beyond the original scope. We have confidence in what we do and why we do it."

Katherine Bullock, Barrister, St Katherine's

Our fees are transparent and agreed in advance, so that you remain in control and are not left with an unexpected bill.

To find out more about the Close the Circle® service, our fees and our onboarding process, contact Karen at hello@kareneckstein.co.uk or on **07973627039**.