

# How Do Your Clients Rate You?

*Firms of the Future Are Asking This Question*



**L.Harris**

**Partners**

Chicago 312.775.4055

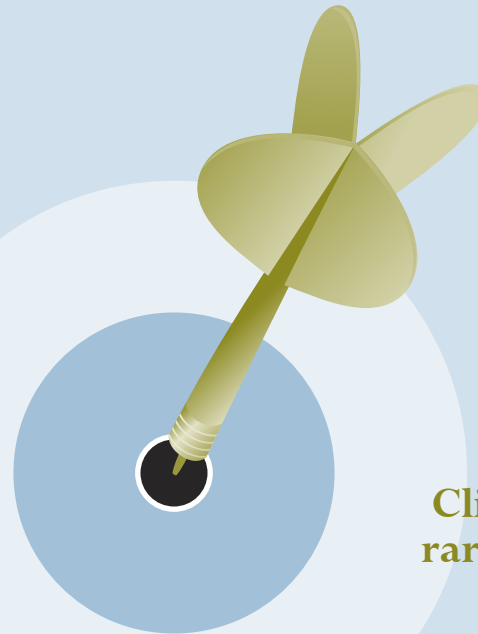
Minneapolis 952.944.3303

Do you strive to exceed your clients' expectations?

**47%**



*47% of clients feel their CPA firm strives to exceed their expectations.*



Do you educate your clients on new ideas and perspectives?

**49%**



*49% of clients tell us that their CPA firm educates them on new ideas and perspectives.*

Do you take the time to understand the needs, plans, and goals of your client's organization?

**52%**



*52% of clients say their CPA firm takes the time necessary to understand their business.*

Clients that are rarely surprised by their bills

**37%**



*That means 63% are regularly surprised by their bills.*

**47%**



Do you meet your commitments with minimal follow-up required by your client?

*47% of clients feel their CPA firm meets its commitments with minimal follow-up required by them.*

For more client insights, visit [walletshare.lharrispartners.com/future-firms](http://walletshare.lharrispartners.com/future-firms).

Results are based on national surveys of 5,500 clients of CPA firms.

© L.Harris Partners 2014.