

How Do Your Clients Rate You?

Firms of the Future Are Asking This Question



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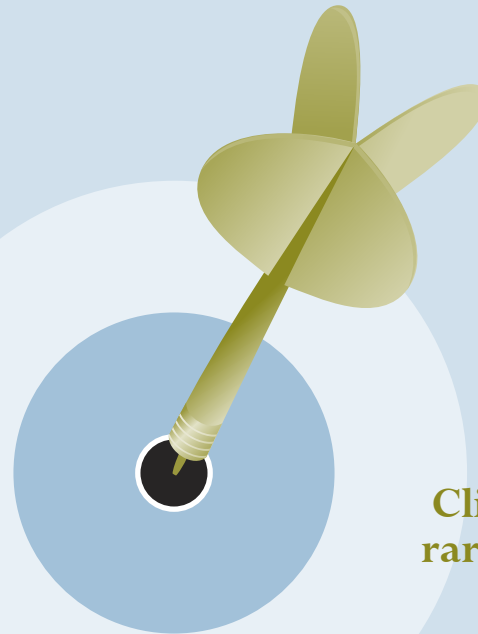
Minneapolis 952.944.3303

Do you strive to exceed your clients' expectations?

47%

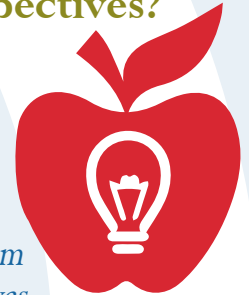


47% of clients feel their CPA firm strives to exceed their expectations.



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.

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

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