

FREQUENTLY ASKED QUESTIONS FOR CLIENTS OF CONDIES.

1. What changes can I expect?

As your business transitions to being under the Dains brand, you can expect the following changes:

Service Delivery: There will be no changes to the way we deliver our services to you. Our commitment to providing expert, holistic business advisory and accounting services remains unchanged.

Billing: The way you receive and process your bills will not change. You will continue to be billed as usual.

Website: Our current business website will be updated to a landing page which links to www.dains.com.

Communication Channels:

Email Addresses: For the time being, our current email addresses will remain the same. This is due to a wider IT project aimed at integrating all entities under one system. However, you will notice a change in the email footers, which will now display "Dains".

Social Media: The social media channels of our current entity will remain active in the short-term but watch this space as we will transition and merge them into the Dains Accounts in the future.

We are committed to making this transition as smooth as possible and ensuring that our service quality and your satisfaction remain our top priorities.

2. Will the services I am accustomed to continue to be available?

Yes, all the services you rely on will continue to be available. In fact, you can expect business as usual, but with even greater benefits. As part of Dains, we are committed to enhancing our offerings, providing you with a bigger and better range of services. Our focus remains on delivering high-quality, expert business advisory and accounting support tailored to your unique needs.

3. Are there any new services being introduced with this change?

Yes, as part of our integration with Dains, we are pleased to offer a wider range of services and expertise that will now be available to you. These additional services are designed to provide more comprehensive support to meet the diverse needs of our clients. We are excited about the opportunities this expanded range of services brings and are committed to continuing to deliver the high standards of service you expect.

4. Will the staff I usually deal with still be handling my account?

Yes, the staff you are accustomed to working with will continue to handle your account. We value the strong relationships you have built with our team and are committed to maintaining continuity in your service. Your usual points of contact will remain the same, ensuring that you receive the same personalised support and expertise you have come to rely on.

5. Will there be any changes to the location or how services are delivered?

No, there will be no changes to our physical locations or how our services are delivered. You will continue to receive services in the same manner as before, and our office locations will remain the same. We are dedicated to ensuring a seamless transition and maintaining the high level of service you expect.

6. How should I communicate with the firm now? Are there new contact details?

All of our contact numbers will remain the same, so you can continue to reach us using the familiar phone numbers. However, there are a few updates to be aware of:

- **Phone Calls:** When you call, you will now be greeted with the name "Dains" instead of "Condies". This is part of our integration under the Dains brand.
- **Emails:** Your current email addresses will continue to work, ensuring no disruption in communication. The only change you will notice is in the email footers, which will now display "Dains".

We are committed to making this transition as smooth as possible and ensuring that your communication with us remains seamless and efficient.

7. What is the timeline for these changes?

The integration of your current business under the Dains brand will officially take place on 14 April 2025. Here is a brief timeline of the changes:

- Effective 14 April 2025: All changes will go live, including the updated website, email footers, and the update of social media channels.

We are dedicated to ensuring a smooth and seamless transition and will provide continuous support throughout this process.

8. Why were Condis acquired and how will that benefit clients?

The business was acquired as part of the strategic plan to enhance our capabilities and provide greater value to our clients. Here are some key benefits you can expect:

Enhanced Capabilities: By integrating, we are able to offer a broader range of services and expertise, ensuring that all your business advisory and accounting needs are met under one roof.

Greater Resource Availability: The acquisition allows us to pool resources and leverage the strengths of each entity, providing you with access to a wider array of specialised services and solutions.

Improved Service Quality: With the combined knowledge and experience of our expanded team, we can offer even higher standards of service, tailored advice, and innovative solutions to help your business thrive.

Consistency and Continuity: As we integrate these businesses, we ensure that the high-quality service and personalised support you are accustomed to remain unchanged, while also benefiting from the enhanced capabilities of the Dains brand.

These strategic decisions allow us to better support your growth and success, making Dains your go-to partner for all your business needs.

9. How will my data be handled during the transition?

Your data will remain secure and confidential. Here are the key points regarding data handling:

- **Data Security:** All your data will be kept confidential and stored securely in the same location where it has always been maintained.
- **No Immediate Changes:** There will be no immediate changes to how your data is stored or managed.
- **Future Updates:** We will notify you well in advance when we plan to merge our data systems. You will be kept up to date with the timeline and process to ensure a smooth transition.

We are committed to safeguarding your data and ensuring that your privacy and security are our top priorities during this transition.

10. Who can I speak to if I have concerns or questions about these changes?

If you have any concerns or questions about these changes, please do not hesitate to reach out. You can contact your current partner contact directly. They are ready to assist you and provide any information or support you may need during this transition. Your satisfaction and understanding are our top priorities, and we are here to help make this process as smooth as possible for you.

11. Will there be any change in how I access my account or information online?

At present there will be no change in accessing your account or information online.

12. What is the vision for the combined company moving forward?

Our vision for the combined company remains focused on growth, improvement, and delivering exceptional value to our clients. To achieve this, we are guided by:

Partnership: Building long-term, collaborative relationships with our clients to support their growth and success.

Expertise: Leveraging our extensive knowledge and industry insights to provide bespoke, data-driven solutions.

Innovation: Continuously enhancing our services through innovative approaches and technologies.

Local: Investing in and supporting our local communities and recognising the importance of our people as a major differentiator.

We are also committed to re-energising our team, recognising that our people are at the heart of what makes us unique. By focusing on these pillars, we aim to provide even greater support and value to our clients, helping them achieve their business goals and thrive in an ever-changing landscape.