



Our Mutual Commitment Statement

The entire team at Ross Buehler Falk & Company want your experience with us to be the best it can be. We offer the following commitments to you:

- You will be respected and treated as a valued client.
- We will go **beyond the numbers** to get to know you, your business, and your financial goals.
- We will act in accordance with our firm's core values of honesty, integrity, accountability, and respect in all we do with you and for you.
- We will value your privacy and respect the confidentiality of your engagement with us.
- We will return phone calls and answer email and Liscio messages within 24 hours.
- We will meet the deadlines we set. In the case of circumstances beyond our control, we will notify you immediately.
- We will be transparent about our fee structure in advance of any engagement.

To facilitate our efforts in providing the highest level of service, we ask the following of you:

- You will be open and honest with us at all times. You will let us know immediately of any concerns you have about our work together.
- You will provide all the information we need to complete our assignments
- You will meet mutually agreed upon deadlines. In the case of circumstances beyond your control, you will notify us immediately.
- You will pay our fees per our engagement letter. If you cannot pay, you will contact us immediately.
- You will give consideration to referring us to at least one other business that might benefit from our services.