**Testimonials To Illustrate Cashtrak’s Dedication To A Superior Client Service**

Our commitment to exceptional client service is evident in the positive experiences of our valued clients. Hear directly from them as they share their testimonials and highlight the ways in which we have exceeded their expectations. These firsthand accounts demonstrate our dedication to providing personalised support, accurate bookkeeping, and a seamless client experience.

**Karen Kimberley, owner, The Engagement Ring www.theengagementring.co.uk**

What sets Cashtrak apart is their extremely diligent approach to their work. They understand that the devil is in the details, and they leave no stone unturned in ensuring that our financial records are not only accurate but also reflective of our financial goals and aspirations. Their meticulous attention to detail has saved me countless hours of troubleshooting and provided me with the confidence to make informed financial decisions.

In addition to their professional competence, Cashtrak brings a personal and friendly touch to their role that is **truly exceptional**. They have not only earned our trust but have also become a valued extension to our business, always approachable, available and ready to help. **Their ability to explain complex financial matters in a simple and relatable manner has been a true asset, making financial discussions really accessible.**

**Cashtrak has consistently gone the extra mile for us**, often working late to meet deadlines, **proactively identifying cost-saving opportunities**, and providing valuable financial insights that have significantly contributed to our success. Their dedication to our organisation's financial well-being is truly remarkable.

I believe that Cashtrak embodies the qualities needed for the ‘large practice of the year’ award through their **unwavering commitment to excellence**, their personal and friendly service, and their remarkable ability to **go above and beyond the call of duty**. Their contribution to our organisation has been nothing short of amazing, and I can think of no one more deserving of this award.

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**Katy Goldswain, owner of White Lime Interiors** [**www.whitelimeinteriors.com/**](https://whitelimeinteriors.com/)

Both myself and my husband had found ourselves in a very difficult situation where I had received a fine from HMRC.

My books had not been done as agreed in an initial meeting with an accountant. My husband had also just been incorrectly registered for VAT. He was on a path to have a huge bill from HMRC every quarter with a complete imbalance to how his income is brought in.

With a level of anger and panic for the both of us, I contacted Carol at Cashtrak. Since beginning the process with Carol, **she has effectively taught both my husband and I what has been done wrong, how to fix it and how to prepare everything in a more streamlined, organised way.**

I have been so impressed with Carol so far and am so grateful for the time and effort she has put into to fixing this quite considerable problem we found ourselves in.

Carol has spent time on the phone, with both us and HMRC, written out lengthy emails to give us information and calls to explain things. **Certainly above and beyond service.** Thank you Carol, we are looking forward to being in a much more relaxed position with our HMRC friends!

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**Julia Nelson, owner of Create Momentum** [**www.create-momentum.co.uk**](http://www.create-momentum.co.uk)

Carol and the team are fantastic....**they have really helped my understanding of the bookkeeping and accounting side of my business**, and provided real support with the aspects that I required further help with. I can highly recommend their service, and **the going the extra mile!**

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**Ben Grey, Owner DG Coaching** [**https://www.dgcoaching.org/**](file:///C%3A%5CUsers%5CSTACEY~1%5CAppData%5CLocal%5CTemp%5Cmsohtmlclip1%5C01%5Cclip_filelist.xml)

Cashtrak are a trusted partner and **really went above and beyond to help us meet deadlines for tax submissions**. Due to a number of delays from the government we were waiting for codes and approvals that took much longer than expected and Cashtrak did everything they could to help get our submissions in on time and helped us avoid any unwanted fines.

We would highly recommend them to other small businesses and self employed people.

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**Janet Lacey, owner, The Laceys at Not Just Travel** [**www.thelaceys.notjusttravel.com**](http://www.thelaceys.notjusttravel.com)

Carol and her team at Cashtrak have been my bookkeepers for some months now and I would wholeheartedly recommend them!

I took them on having been a little underwhelmed by the care I was receiving from my previous accountant and **could not be more impressed!**

They have transformed me from a slightly disorganised mess with my paperwork into a business with systems and processes to make the whole thing easy. I have various apps to work with and they keep me on the straight and narrow!

Thank you Carol and your team! I’m happy I am now in control of this part of my rapidly growing business - and would recommend everyone to have a 1:1 with Carol to see what she can do for you!!

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***Callum McKenzie, CMC Build, Sunbury-On-Thames,***[***www.cmcbuild.co.uk***](http://www.cmcbuild.co.uk/)

Being a trade, paperwork scares me and I am not the best at getting all my papers in order.

I chose to employ Cashtrak to do my tax return but left it super late (January!) and I literally dumped 2 Tesco bags full of receipts on them and left! **They walked me through everything I needed to do, step by step** and made sure everything was in place. I was set up with an app that stores my receipts for me and Cashtrak. My tax return was submitted in time and I was very impressed and happy that the amount I had to pay HMRC was a lot less than I expected.

I now employ Cashtrak to take care of my books full time.I have no hesitation at all in recommending Cashtrak, in fact I've already pushed a few people in their direction. **They're is amazing at what they do**. Leave the numbers to people who love them!

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**David Price, owner Braemar Sales Ltd www.braemarsales.ltd**

I made the decision to become a client of Cashtrak’s in 2020 and have not looked back

since, I am a small business and was looking for a bookkeeper that would “look after” me.

**I am always impressed by their enthusiasm for our business as well as their meticulous**

**approach to our books.**

Carol and her team are always on top of our accounts, and won’t let me drag them behind so are constantly updating their requests for information/invoices etc to ensure the Xero accounting system is reporting the most up to date accounts and reports possible.

**I am aware of the ICB and their high standards** through not only Carol’s membership of the BNI networking group but also their marketing.

**I am delighted with the innovative bookkeeping service that Carol and her team offer me,** and know that the staff are always available at the end of the phone or an email which allows me to focus on our business, leaving Carols team to count the “beans”

I look forward to many years in partnership with Cashtrak.

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**Kevin Maguire, manager, Waterstock Golf Club www.waterstockgolf.co.uk**

What should have been an easy, straight forward move over but it was complicated by the fact our previous bookkeeper had a totally different way of working and naming invoices which took some time to resolve. In addition to this, we moved over to a more modern till system, Carol gave **guidance on which system best fit with Xero and liased with the till company frequently to make sure the set up was correct**. We really appreciated Carol’s **enthusiasm and perseverance** during that difficult stage and now at the other side are **extremely pleased with the meticulous service.**

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**Caroline Elliott, director, Elliotts Home Improvements**

**www. elliottshomeimprovements.co.uk**

My husband and I have been a client of Carol Webb for many years now and each year she **helps me undertake changes to our developing business with such ease**. Their effort at helping us at every stage is remarkable, they are very informative, provide guidance on business expansion, **they always has time to answer questions but also explains reasons to and why.**

I have provided many people with the Cashtrak number as I highly recommend them.

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**Sam Carwright, Enforma Ltd www.enforma.london**

We have been Cashtrak customers for eight years, and prior to that I worked for a company who was also a Cashtrak customer. So I have been a Cashtrak customer one way or another for well over 15 years.

We have always received consistent, competent service from the Cashtrak team, who demonstrate a wide range of specialist areas. They are also a very friendly and good-humoured team which makes a big difference!

Carol and the Cashtrak team have supported us since we incorporated in 2016, and have been on hand to help as our business has evolved. They provide us primarily with Xero services, which have flexed to multicurrency in recent years, and also extra phone support when required. I’ve had calls with Carol regarding Xero queries this year, and also a Teams call with Jo when my Amaka/Xero integration was playing up. In addition, Carol has provided me with training on Xero from time to time.

**If I need help, I am able to book a meeting with a Cashtrak team member through a diary link in the Cashtrak web site, which means I know when each member of staff is free, and can look at my own diary as I plan our meeting times**. And I can pay for the extra support as and when it is required.

My most recent Teams call with Carol was the usual opportunity to have a quick chat and also sort out a couple of small Xero issues that I needed help to solve. As usual Carol **patiently took me through the tasks, allowing me to take notes for next time, and make the changes myself so that I can continue to build my Xero knowledge**. The call took about 20 minutes, and was an very efficient use of time.

I recommend Cashtrak at every opportunity because I am a thoroughly satisfied customer, and have confidence that Carol and her team will continue to serve our needs in the coming years.

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**Fiona Hattey, owner FGW Consulting Services Ltd**

The team at **Cashtrak always provides excellent guidance and service with a smile**. My business is in good hands and I know nothing is too much trouble for them. I am always happy to recommend them to other small business owners.

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**Victoria Maxwell, The Maxwell Practice www.themaxwellpractice.com**

I am a new customer and this is my first experience working with an external book keeper.  I have found the Cashtrak team to be **really knowledgeable, helpful and very supportive**.  They care about **getting everything right and take the time to pay attention to every detail.**

**They have introduced me to some fantastic technology that has made my life so much easier when processing invoices and making payments**. I thoroughly support their nomination for bookkeeping practice of the year.

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**Katherine Elworthy, Director, British Institute Of Design www.biid.org.uk**

Cashtrak have provided us with bookkeeping and payroll services for the past few years.
They have consistently offered us **excellent and efficient service**, with Jo, our bookkeeper always quick to respond to any query and support us with anything we need.
We really appreciate that they don’t just complete the tasks we ask – **they regularly
suggest new initiatives or software products that they think might help us save money and improve client payments.**We are delighted to support their application for any award and think they are thoroughly
deserving recognition.

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**Kevin Lancaster, Oakingham Care Ltd www.rightathome.co.uk/reading-wokingham**

We would like to support Cashtrak’s nomination for large practice of the year. We have been with Cashtrak for 7 years and are **continually impressed by the level of service and professionalism undertaken**.

We run a care home and so the payroll can be complex; with foreign nationals, hourly rates, different working hours, admin and carer rates, last minute changes, holidays and sickness however Carol has always handled this with expert ease.

When we furloughed staff, the rules were confusing, but Carol ensured she completely understood the rules before processing anything. **She spent a lot of time going through the details but didn’t charge us anymore which we were very grateful for**. Carol is always honest when she is unsure of the rules and **refers to Cashtrak’s governing body when necessary to ensure we are compliant with HMRC which is paramount to us.**

Cashtrak helped us with a difficult Pension Regulator issue recently, The Pension Regulator had our previous company name (we changed before Cashtrak’s time) for us so when Cashtrak went to process the re-enrolment, they were unable to. Following a lengthy phone call to The Pension Regulator the online issue was resolved and Cashtrak were then able to submit this on our behalf however it transpired that because of the incorrect details, the submission was late, and we were fined £400. Stacey then spent a lot of time investigating and then collating all of the information which she submitted to The Pension Regulator who then cancelled the fine. Cashtrak did not charge us any more for the time taken to deal with this. **We really appreciated Stacey’s diligence in resolving this for us.**

Not only this but we have to also say how wonderful Jo is, she has been our point of contact for around 4 years now and we couldn’t be happier! Anything we need, she gets done, no matter how complicated or time consuming.

We would like to **wish Cashtrak good luck and hope they win this award which, in our opinion, is totally deserved**.

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We have many, many more like this and could go on for a long time! However, we know you have a lot to get through, so we hope this gets the message across that Cashtrak go above and beyond for all their clients, no matter what they need, when the need it and how they need it!