



I recently emailed our clients with monthly fee arrangements to advise of a change to our billing software. We are now rolling this new software out to all clients.

We are changing software companies and moving from Ignition to a new provider called (pronounced Apps-ium).

Used by many accounting firms and businesses, Apxium is an end-to-end receivables solution that brings a host of benefits. Our experiences with it to date have been positive, and it will significantly enhance our service to you.

Ignition was not meeting our ongoing needs and expectations. Apxium allows us to send fee proposals and engagement letters and integrates better with our current invoicing and receivables software.

Any existing fee proposal with Ignition will run its normal course until that task is completed. We are currently customising each engagement letter and fee proposal in Apxium and want to assure you that we will continue to look after your tax and accounting needs with no disruption.

We will soon start sending new fee proposals using Apxium, so if you see fee proposal emails that look a little different, no it's not a scam it's our new system! You should always be vigilant for scams, so if you have any hesitation at all, please call our office to confirm the email originated from our offices.

Once Apxium is operational, it will email clients when a new invoice is issued. It will similarly notify them if they have any outstanding fee invoices.

For your convenience, all emailed communications will contain a link to your own secure online payment portal that will allow you to:

- View all your invoices from us and payments made.
- You will have an entire history of our communications at your fingertips.
- You can pay us via credit card or by direct bank transfer.

We are grateful for your ongoing support and assure you that we are committed to providing you with the best service possible.



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Limited Liability Scheme

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