

# **PBT: People Behind the Numbers**

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**[www.pbtaccountancy.co.uk](http://www.pbtaccountancy.co.uk)**

# Meet the faces behind PBT

We're not your typical accountants. We're a small but mighty team who love good coffee, straight-talking, and helping clients turn chaos into clarity.



**Vicki**

Profit Protector



**Millie**

Financial Fixer



**Emily**

Transaction Tamer



**Sophie**

Detail Detective



**Sue**

Payday Perfectionist



**Natalie**

People Powerhouse

# What Makes Us Different

At PBT, we don't just file numbers – we build financial confidence. We believe accounting should make sense, create calm, and lead to profit you can actually use.

## What we do

To make sure we can support you properly – and work well together – it's important to be clear about what's included in our service and what isn't.

The outline below sets expectations on both sides and helps keep communication clear, advice relevant, and support focused where it adds the most value.

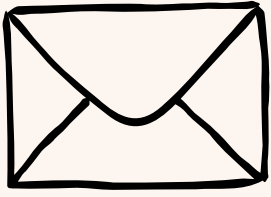
### WHAT WE DO ✓

- Prepare and submit your accounts and tax returns using the information you provide
- Help keep you compliant with HMRC and Companies House
- Advise on tax matters that are relevant to your business
- Explain your figures and obligations in plain English
- Highlight risks, options, and opportunities when they apply
- Support you within the scope of your agreed services

### WHAT WE DON'T DO ✗

- Cover every possible tax rule or scenario automatically
- Know about changes in your business unless you tell us
- Take responsibility for decisions you make
- Provide services outside your agreed scope without discussion
- Act as your business manager or decision-maker
- Replace the need for basic understanding of running a business

# How We Communicate

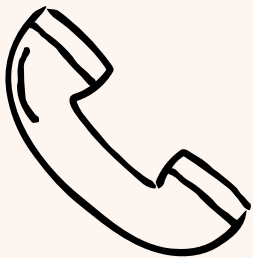


## Email

Email is our main way of sharing important information such as reminders, updates, questions, and confirmations.

We kindly ask that you check your email regularly (including junk or spam folders), as this helps make sure nothing important is missed.

We aim to respond to emails within 48 working hours, where possible, while still giving each client the care and attention they deserve.



## Phone Calls

You're always welcome to call us, but we may not be free immediately.

Our team often works to booked appointments so we can give each client the time they deserve.

For anything that needs a proper chat, booking a call is the best way to make sure we're ready for you.

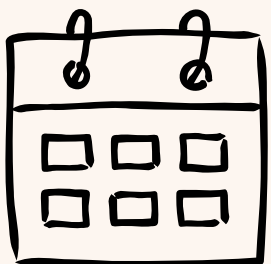


## WhatsApp

We offer client WhatsApp groups for quick, informal messages and small updates.

WhatsApp isn't monitored constantly, so replies may not be immediate. It's best used for simple queries rather than detailed advice or anything urgent.

If something needs a bit more thought or discussion, we may move the conversation to email or suggest booking a call so we can help properly.



## Booking Time With Us

For anything that needs explanation, advice, or a proper conversation, booking a meeting is the best option.

Booking a meeting:

- gives you dedicated time
- allows us to prepare in advance
- helps make sure you're speaking to the right person

Our booking link is available on our website and can be sent to you on request.

Please make sure you book with the correct team member so we can support you as efficiently as possible.





# What Our Clients Say

Our clients stay because they feel seen, supported, and profitable.

PBT made everything feel easy – I finally understand my numbers and actually have money left for myself each month!

Literally the best team of accountants. Super friendly, helpful and patient


I was worried that my end of year accounts were a mess and that I was never going to be sorted. I decided I needed the help of a professional and I was glad I did. All sorted, quickly, professionally and I haven't been made to feel a fool! Already recommended them to other businesses



They're more like partners than accountants. Straightforward, kind, and always one step ahead

I cannot give enough praise. They take all of the stress out of being self employed

When a girl just needs to focus on the practical, PBT will be there to manage and maintain the mundane! Being dyslexic and number illiterate, I didn't expect to manage self employment, but the people that work for PBT Accountancy Limited made me feel at ease and kept me believing in my business! So fortunate to have met Vicki and feel understood and supported through out my service



# How to Get Started


Three simple steps to stress-free finances:


Choose your package

Sign your proposal

Relax – we'll handle the rest

## Contact us

 Suite 1, The Business Centre,  
Innsworth Technology Park,  
Innsworth,  
Glos,  
GL3 1DL

 [pbtaccountancy.co.uk](https://pbtaccountancy.co.uk)

 [Info@pbtaccountancy.co.uk](mailto:Info@pbtaccountancy.co.uk)

 01242 357766

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