

Client Management Policy for M A Fazal & Co. Chartered Accountants

A comprehensive policy for client management and protocols for the acceptance and continuance of clients and engagements is crucial for ensuring M A Fazal & Co adheres to professional standards and regulatory requirements.

1. Introduction

- **Purpose:** Define the purpose of the policy, ensuring compliance with ethical standards, regulations, and providing quality service.
- **Scope:** Specify the scope covering all partners, employees, and associates involved in client management and engagements.

2. Client Acceptance Policy

- **Initial Assessment:**
- **Client Background Check:** Conduct thorough background checks, including legal standing, reputation, and financial stability.
- **Anti-Money Laundering (AML) Compliance:** Verify compliance with AML regulations, including KYC (Know Your Customer) procedures.
- **Risk Assessment:** Evaluate the risk associated with the client, considering factors like industry, business practices, and financial health.
- **Evaluation Criteria:**
- **Ethical Considerations:** Ensure the client's values align with the firm's ethical standards.
- **Conflict of Interest:** Identify and address any potential conflicts of interest.
- **Financial Viability:** Assess the client's ability to meet financial obligations.
- **Approval Process:**
- **Documentation:** Maintain detailed records of the acceptance process, including risk assessment and approval.
- **Review and Approval:** The engagement partner and senior management must review and approve the acceptance of new clients.

3. Client Continuance Policy

- **Ongoing Assessment:**

- **Periodic Review:** Conduct regular reviews of ongoing client relationships to ensure continued compliance and risk management.
- **Performance Evaluation:** Evaluate the client's adherence to agreed terms and overall performance.
- **Risk Monitoring:**
- **Continuous Monitoring:** Implement systems for ongoing monitoring of client activities, financial health, and legal compliance.
- **Reporting Mechanism:** Establish a mechanism for reporting and addressing any issues or concerns that arise during the engagement.

4. Engagement Acceptance and Continuance

- **Engagement Risk Assessment:**
- **Scope and Nature:** Clearly define the scope and nature of the engagement, ensuring it aligns with the firm's expertise and capacity.
- **Risk Factors:** Identify and evaluate risks associated with the engagement, including complexity, regulatory requirements, and deadlines.
- **Client and Engagement Documentation:**
- **Engagement Letter:** Prepare and sign a detailed engagement letter outlining the terms, scope, and responsibilities.
- **Documentation Standards:** Ensure all documentation complies with regulatory requirements and firm policies.

5. Ethical and Professional Standards

- **Compliance with Standards:**
- **Professional Codes:** Adhere to the professional codes of conduct set by the Institute of Chartered Accountants of Bangladesh (ICAB) and other relevant bodies.
- **Training and Awareness:** Provide regular training to staff on ethical standards, compliance, and best practices.
- **Independence and Objectivity:**
- **Independence Policies:** Maintain independence in all engagements, avoiding any relationships that could impair objectivity.
- **Disclosure Requirements:** Disclose any potential conflicts of interest and address them appropriately.

6. Client Relationship Management

- **Client Communication:**

- **Effective Communication:** Maintain clear and effective communication channels with clients.

- **Client Feedback:** Implement a system for gathering and addressing client feedback and concerns.

- **Service Quality:**

- **Quality Assurance:** Regularly review and enhance service quality through audits, peer reviews, and client feedback.

- **Client Satisfaction:** Monitor client satisfaction and take proactive measures to address any issues.

7. Review and Improvement

- **Policy Review:**

- **Regular Updates:** Review and update the client management and engagement policies regularly to reflect changes in regulations and industry practices.

- **Continuous Improvement:** Foster a culture of continuous improvement through feedback, training, and adherence to best practices.

8. Compliance and Enforcement

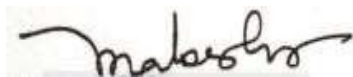
- **Monitoring and Enforcement:**

- **Compliance Monitoring:** Implement systems for monitoring compliance with the policies.

- **Disciplinary Actions:** Establish clear procedures for addressing non-compliance and enforcing disciplinary actions when necessary.

9. Conclusion

A well-defined policy for client management and protocols for acceptance and continuance of clients and engagements helps M A Fazal & Co Chartered Accountant maintain high standards of professionalism, ensure compliance with regulatory requirements, and provide quality service to clients. Regular reviews and updates of these policies are essential to adapt to evolving industry standards and regulatory changes.



Md. Abul Basher, FCA
Managing Partner
M A Fazal & Co.
Chartered Accountants

