Ashford Business Services Ltd

Customer Onboarding Welcome Pack

Welcome, and thank you for choosing us. This pack explains how we work, who to contact, and what happens in your first month with us. Please keep it somewhere you can find it easily.

Welcome

Dear Sarah Mitchell,

Welcome to Ashford Business Services Ltd. We are pleased to be working with you, and this pack is your starting point. It covers the service described in your agreement, the people who will look after you, and the steps we will take together in the coming weeks. If anything in this pack is unclear, please contact us using the details in the section headed How to reach us, and we will be glad to help.

Your service begins on 9 November 2026. Your main contact is James Patel, who will stay in touch throughout your first month.

About us

Ashford Business Services Ltd provides Description of the services provided. We work with customers by agreeing a clear plan at the start, keeping you informed at each stage, and checking with you before we change anything that affects your service.

Our address	14 Oakfield Road, Birmingham B17 9JH
Our telephone number	01632 960 123
Our email address	james.patel@ashford-business-services.co.uk
Our opening hours	Company opening hours

Who looks after you

Role	Name	What they help with	Contact details
Main contact	James Patel	Responsibilities of the main contact	Contact details of the main contact as agreed at the meeting.
Support contact	James Patel	Responsibilities of the support contact	Contact details of the support contact as agreed at the meeting.
Billing contact	James Patel	Responsibilities of the billing contact	Contact details of the billing contact as agreed at the meeting.

How we work

1. We agree your plan and your first milestones with you before work begins.
2. We keep you updated at the times agreed in your plan, and sooner if anything changes.
3. We ask for your approval before making any change that affects the cost, timing, or scope of your service.
4. We record decisions and agreed actions in writing, so both sides have the same record.
5. We review progress with you at the end of your first month and agree the next steps together.

Ashford Business Services Ltd

Your first month

When	What happens	What we need from you
Week 1	Welcome call and confirmation of your plan and contacts.	Information or documents needed in week 1
Week 2	Service set-up and first checks completed.	Information or documents needed in week 2
Week 3	First progress update and any early questions answered.	Information or documents needed in week 3
Week 4	First-month review meeting and agreement of next steps.	Information or documents needed in week 4

Getting started checklist

Please work through this checklist in your first week. Tick each box as you complete it.

Done	Task
	Confirm your contact details and your preferred way of being contacted.
	Send the information or documents listed for week 1 in the table above.
	Save our contact details and your main contact's details.
	Note the date and time of your welcome call.
	Read the billing and payment section below and ask us about anything unclear.
	Tell us about any dates when you will be unavailable during your first month.

Billing and payment

You will be billed as described in your agreement. Invoices are sent to 14 Oakfield Road, Birmingham B17 9JH. Payment is due within £45.00 days of the invoice date, by £45.00. If you have a question about an invoice, please contact James Patel before the payment date, so we can resolve it without delay.

How to reach us and how to raise a concern

For day-to-day questions, contact James Patel using the details above. If you are unhappy with any part of our service, please tell us straight away so we can put it right. You can raise a concern by telephone, by email, or in writing to james.patel@ashford-business-services.co.uk. We will acknowledge your concern within 10:30 am and tell you what happens next.

Thank you again for choosing Ashford Business Services Ltd. We look forward to working with you.