



Welcome



MAULDIN & JENKINS

CPAs & ADVISORS



Introduction to MAULDIN & JENKINS

M&J's Client Experience

Welcome to Mauldin & Jenkins! We are grateful for the opportunity to partner with you as your trusted advisors. You can count on every member of the M&J team to earn that trust — every day, in every interaction.

Your Feedback

What else should we know? Seeing things through your eyes helps us keep improving our services as well as our approach to client service. We always welcome your feedback and sincerely appreciate your honesty; whether it is a new way to serve you, a chance to do something better or a vote of confidence, your opinions and ideas matter.



**Client
Experience**



**Client
Feedback**

OUR COMMITMENT

to our clients

An advisory relationship is more than the numbers. Your experience with an accounting firm revolves around the people who serve you and the interactions you have on a day-to-day basis, not just the results you see. Our pledge to you is that we will treat every interaction as the privilege it is. Our ability to offer you sound guidance is based on trust, and that trust is built on feelings—the way you feel as you interact with us on issues both weighty and trivial. You can count on us for the best technical advice along with the deepest possible commitment to responsive, respect-driven and personal service.



RELATIONSHIP



CLIENT EXPERIENCE



TRUSTED ADVISOR



QUALITY SERVICE



WHAT YOU SHOULD FROM M&J

Expect

We start each engagement with attention and care

We value our relationship with you, and we do our best to demonstrate that from the very first day. We'll start with a kickoff meeting to address any initial questions you may have and introduce your support team, so you will always know where to turn for assistance and answers.

We get to know you and understand your business

A deep understanding of what is important to you and what makes your business unique underpins the exceptional performance M&J is known for. That is why we work so hard to learn about you and your organization, from operations and facilities to trends and long-term goals.

We deliver best-in-class experience

That intimate knowledge of your needs and goals informs the way we deliver your advisory support and technical services, too. From personal introductions to selecting places and processes, every aspect of your engagement is built around your style and your preferences.

We seek your feedback

Is there a new way we can help you? Something we can do better or just differently? We welcome and appreciate your feedback of all kinds; it helps us see the client experience through your eyes. Your ideas inform and inspire our continued growth and improvement.

We align expectations in order to exceed them

Surprises are great for birthdays; in accounting, not so much. We prioritize clear and consistent communications, ensuring that we understand your expectations and that you know what to expect in terms of timeline, processes, fees, and other details of your engagement.

We never take you for granted

Serving as your trusted advisor is a privilege we strive to earn every day. Whether it's helping you safely navigate changing economic conditions or crafting an optimal response to your industry's latest regulatory updates, we never stop working to provide maximum value for you.

KEY PRACTICE NICHES

Construction
Education
Financial Institutions
Governmental
Healthcare
Information Technology
Manufacturing
Nonprofit
Transportation
Tax

**for a full list of all our
practice segments, please visit
our website at
www.mjcpa.com*

OFFERING *Each Client* A HIGHLY SKILLED AND FOCUSED TEAM

Partnering with Mauldin & Jenkins means you will always have access to insights and strategies that are specific to your niche and your needs. With hundreds of highly qualified advisors and support professionals, each with an individual focus, we carefully design your service team to ensure you receive the industry-specific knowledge and experience you need to thrive.

Commitment to DIVERSITY & INCLUSION

At Mauldin & Jenkins, we believe the word inclusive should apply to everything we do, from our hiring and structural organization to our community engagement, our recreational activities and our professional development programs.

We embrace the uniqueness of our clients as well as our employees because an environment where differences are welcomed and celebrated is an environment where people thrive.

We do this not just because it is the right thing or the popular thing, but also because solving problems in a complex world requires a base of understanding built on many perspectives.

We do it because our diversity gives us strength and flexibility to recognize new challenges and ideate novel responses, and to deliver the highest quality of service and advice to each client.

THE *Mauldin & Jenkins* DIFFERENCE

You do not choose an accounting firm because you think it is “good enough”—and frankly, why would you? We prioritize continual improvement; we are always reaching for higher goals as a firm and as individuals. The entire M&J team is committed to elevating our performance each day as we work to serve our clients, our colleagues and our communities through:

- Business counseling and strategic guidance
- Client site visits and annual business reviews
- Access to complimentary webcasts, seminars and CPE
- Networking opportunities
- Educational newsletters and client alerts
- Client appreciation events
- Boardroom strategy
- Client interviews and feedback programs
- Community engagement activities and support
- A commitment to continuous improvement on behalf of our clients through in-house practicums and collaborative case studies

