

Some questions you might have...

I am a BFNZ client, what does this mean to me?

After completion of this transaction, clients can expect to receive the same attention and focus on delivering the products, services and value that are so important to you. Regular and timely content updates will continue as before and our highly effective webinar training programmes within our Client Development Centre will also continue seamlessly.

CCH can further build on that success by leveraging its rich content and technology resources to offer clients even greater depth and breadth of services that help you serve your clients better.

Will my contact points for service and support change?

CCH is keeping the existing BFNZ client service team in place, and you should expect to continue to be able to work with them. The BFNZ team possess a unique set of knowledge and skills in their specific product areas and have established strong relationships with clients.

If I have a problem, or more questions, who should I call?

You should continue to call the BFNZ team for all your needs.

Will the product names or branding change?

At this stage and due to its brand recognition, CCH has no plans to change the product names or other branding elements.

How will BFNZ operate going forward? Will it remain a separate business or be integrated into CCH?

After the acquisition is completed, BFNZ products will continue to be offered as standalone solutions, complementing CCH's already existing line of solutions and services and the BFNZ team will be retained.

CCH is committed to serving the specific needs of clients of all sizes with best-of-breed solutions, and will continue to offer BFNZ products to meet these needs.

What benefit will we as clients see as a result of this acquisition?

BFNZ clients will benefit from being part of a market leader and global organisation with the rich content resources and leading edge technologies that CCH offers. In addition, BFNZ clients will now also have access to CCH's content writers, support and training staff that can help them increase productivity, reduce costs, and save time. BFNZ clients will continue to experience the highly personalised service and excellent support they have come to expect.

Will Viv Brownrigg still be involved with the new business going forward?

CCH recognises Viv's contribution to and understanding of this industry and have retained her as a key advisor. Her directional and physical input has also been retained for The Accountants' Big Day Out and the GBU benchmarking survey. These two particular events will in future be co-branded by both BFNZ (CCH) and VBC.

I am a BFNZ client. Will I receive additional information, and if so, when will I receive it?

CCH will formally welcome you as a client. This will happen sometime soon after the sale has been formally completed. We expect completion to be 31 August.

CCH's goal is to ensure a seamless transition for all BFNZ clients. As such, CCH will be proactive in communicating with clients to ensure you have the information you need.