

THANK YOU FOR CHOOSING HIVE

Here is a guide to your new client journey

Let's begin!

start

1

WE send you a link to fill in a **New Client Checklist**



2

YOU fill in the **Checklist online**



Sometimes we'll ask for ID or a proof of address too

3

WE undertake **online money laundering checks**



This can take a few weeks

4

YOU tell your accountant that you're leaving them



We have a template letter you can use

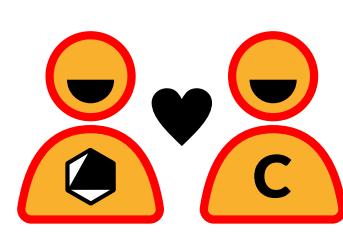
5

WE request **professional clearance** from your old accountant



6

WE assign you an **accountant**



7

WE receive **professional clearance**



Almost there!

8

WE email you a **letter of engagement**



We use Adobe Sign to make it easier

9

YOU read the letter be happy and sign it



We're both sent copies via Adobe Sign

10

WE send you a link to set up your **GoCardless Account**



11

YOU set up your **GoCardless Account**



Hooray!

12

YOU ARE NOW OFFICIALLY A CLIENT



finish

We're looking forward to working with you