CLIENT GUIDE

Financial Intelligence Group

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602.546.3635

Welcome to our Client Guide!

This resource is designed to help you navigate your tax, accounting, bookkeeping, auditing, and financial needs while providing valuable insights to support your business goals.

We invite you to explore this guide and discover how our personalized approach can help you achieve lasting financial success.

Intelligence Financial Group

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At our firm, we believe that exceptional accounting is built on relationships, not transactions. Every client has unique goals, challenges, and opportunities, which is why we reject the idea of a one-size-fits-all approach.

We take the time to understand your business, your financial objectives, and your vision for the future. By listening first and advising with purpose, we deliver personalized accounting, tax, and financial solutions designed specifically for your needs.
We are committed to providing accurate, timely, and proactive guidance that empowers our clients to make informed decisions with confidence.

Whether you are an individual, entrepreneur, nonprofit, or growing business, we become a trusted partner invested in your long-term success.

Our promise is simple:

We listen before we advise.
We tailor solutions to fit your unique circumstances.
We communicate clearly and honestly.
We build lasting relationships based on trust, integrity, and professionalism.
We measure our success by helping our clients achieve theirs.

Because your financial journey is unique, your accounting experience should be too.

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Meet the founder

cheif financial officer & internal auditor

Lord, I pray for every accountant and finance worker who begins their day with the weight of numbers, deadlines, and fiduciary responsibility. Give them precision of mind and integrity of heart. In an environment where the temptation to fudge a number or obscure a fact can be great, let them be known for unshakeable honesty. Guard them from the errors that come from exhaustion and pressure. Give them wisdom for complex decisions. Let their work be excellent and their character be sterling. May every financial professional I pray for know that their work matters to You. In Jesus' name. Amen.

Her Background

Vanessa Henning is the Founder, Chief Financial Officer (CFO), and Auditor of Financial Intelligence Group, where she is dedicated to helping individuals, entrepreneurs, and small businesses build stronger financial foundations through personalized accounting, tax, and financial management solutions. With more than 10 years of professional experience in accounting, bookkeeping, financial reporting, auditing, and tax support, Vanessa has earned a reputation for delivering accurate, ethical, and client-centered financial services.

Vanessa believes that financial success is never achieved through a one-size-fits-all approach. She works closely with each client to understand their unique financial goals, developing customized strategies that promote long-term growth, compliance, and financial confidence. Her expertise spans financial statement preparation, auditing, budgeting, business consulting, tax support, internal controls, compliance, and operational financial management for individuals and small businesses.

She earned her Bachelor of Science in Business Accounting from Capella University and also holds both an Associate of Science and is 2 classes away from her Bachelor of Science in Behavioral Science. Recognizing the important connection between financial well-being and overall quality of life, Vanessa is continuing her education by pursuing both a Master of Science in Finance and a Master of Science in Mental Health Counseling.

Beyond her work in public accounting, Vanessa is the Founder, Chief Financial Officer, and Executive Director of Sunni Days Inc., a nonprofit organization dedicated to helping individuals and families achieve both financial stability and mental wellness. Through education, advocacy, and community-based support, Sunni Days Inc. empowers people with the tools and resources needed to create healthier, more stable futures.

Vanessa's unique combination of expertise in accounting, finance, behavioral science, and nonprofit leadership allows her to provide a comprehensive, compassionate approach to financial services. Whether she is advising a small business owner, assisting an individual with tax planning, strengthening internal financial processes, or leading community initiatives, her mission remains the same: to empower others through financial intelligence, integrity, education, and personalized service.

Her commitment to lifelong learning, professional excellence, and community impact continues to make her a trusted advisor and leader for clients seeking more than traditional accounting services—they seek a strategic partner invested in their long-term success.

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Individual Services

- Individual Tax Preparation
- Tax Planning
- IRS Letter Assistance
- Financial Budgeting
- Personal Financial Consulting
- Retirement Planning Support
- Financial Education

Business Services

- Business Accounting
- Monthly Bookkeeping
- Payroll Processing
- Payroll Tax Reporting
- Sales Tax Filing
- Financial Statements
- Business Startup Consulting
- Business Entity Selection
- Budget Development
- Cash Flow Management
- Internal Controls
- CFO Advisory Services

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Audit & Financial Review

- Internal Audits
- Financial Reviews
- Compliance Reviews
- Operational Assessments
- Financial Reporting Analysis
- Risk Assessment
- Policy & Procedure Review

Tax Services

- Individual Returns
- Sole Proprietor Returns
- Partnership Returns
- S Corporation Returns
- C Corporation Returns
- Nonprofit Returns
- Quarterly Estimated Taxes
- Tax Resolution Support
- Tax Planning

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Bookkeeping Services

- Bank Reconciliations
- Accounts Payable
- Accounts Receivable
- Expense Tracking
- General Ledger Maintenance
- Financial Statements
- QuickBooks Support
- Budget Reports

Business Consulting

- Startup Planning
- Business Growth Strategy
- Financial Forecasting
- Cash Flow Planning
- Pricing Strategy
- Profitability Analysis
- Internal Controls
- Financial Process Improvement

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Client Communication

Our goal is to provide timely and proactive communication.

Clients can contact us by:

· Email

· Phone

· Virtual Meetings

· Scheduled Office Appointments

Response Time:

Emails: Within 1–2 business days

Phone Calls: Within 1-2 business day

Urgent Requests: Same business day whenever possible

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Client Responsibilities

To ensure efficient service, clients agree to:

- Submit requested documents on time
- Notify us of business or life changes
- Review financial reports promptly
- Ask questions whenever clarification is needed
- Maintain accurate financial records

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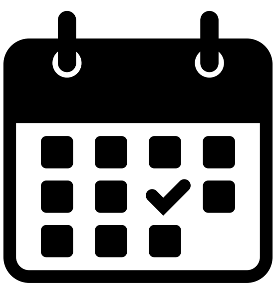
Quarterly Tax Calendar

Businesses required to make estimated tax payments or file quarterly payroll tax returns should plan around the following schedule:



Quarter 1 (January–March)

Estimated Tax Payment Due: April 15

Financial Review Recommended: April

Quarter 2 (April–June)

Estimated Tax Payment Due: June 15

Financial Review Recommended: July

Quarter 3 (July–September)

Estimated Tax Payment Due: September 15

Financial Review Recommended: October

Quarter 4 (October–December)

Estimated Tax Payment Due: January 15 (following year)

Year-End Tax Planning: November–December

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Bookkeeping Services Options

Weekly

Ideal for:

· Retail

· Restaurants

· High-volume businesses

Includes:

· Weekly reconciliations

· Expense tracking

· Financial reporting

Bi-Weekly

Ideal for:

· Growing businesses

· Service providers

· Contractors

Includes:

· Bank reconciliation

· Accounts payable

· Expense review

Monthly

Most Popular

Includes:

· Full bookkeeping

· Financial statements

· Reconciliations

· Profit & Loss

· Balance Sheet

Quarterly

Ideal for:

· Small businesses

· Seasonal businesses

· Businesses with lower transaction volume

Includes:

· Quarterly bookkeeping

· Financial reports

· Tax preparation support

Annual Cleanup

Perfect for:

· Businesses behind on bookkeeping

· Tax preparation

· Financial organization

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Service Packages

Essential Package

Designed for individuals and startups.

Includes:

- Tax preparation
- Annual consultation
- Email support
- Basic financial guidance

Growth Package

Designed for growing businesses.

Includes:

- Monthly bookkeeping
- Monthly financial statements
- Tax planning
- Quarterly financial review
- Email & phone support

Professional Package

Designed for established businesses.

Includes:

- Monthly bookkeeping
- Payroll support
- Sales tax filing
- Quarterly tax planning
- Financial reporting
- Budget assistance
- Business consulting

Executive CFO Package

Designed for businesses seeking strategic financial leadership.

Includes:

- Fractional CFO Services
- Cash flow forecasting
- Budget development
- Financial strategy meetings
- KPI reporting
- Business planning
- Board reporting
- Executive financial consulting

Additional Services

Available as needed:

- Audit preparation
- IRS correspondence
- Business registration
- EIN applications
- Accounting software setup
- QuickBooks training
- Financial policies and procedures
- Grant financial reporting
- Nonprofit accounting
- Business plans
- Financial projections

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Frequently Asked Questions

How often should my bookkeeping be completed?

Monthly bookkeeping is recommended for most businesses.

Do I need quarterly tax planning?

Businesses with estimated taxes, payroll, or changing income generally benefit from quarterly planning.

Can I upgrade my package?

Absolutely. As your business grows, your service package can grow with you.

Do you work virtually?

Yes. We proudly serve clients both remotely and in person.

How can your services benefit my business?

Services can streamline financial processes, reduce tax liabilities, improve transparency, and provide strategic insights to help with decision-making

Who do you serve?

Typical clients include individuals, small and medium-sized businesses, startups, and non-profits

How do you handle confidentiality?

Firms emphasize strict data security protocols, secure technologies, confidentiality agreements, and compliance with industry best practices

What are your fees?

Fees vary by service and complexity; transparent pricing is discussed during the initial consultation

What is an engagement letter?

An engagement letter is a legally binding document outlining the scope of work, deliverables, timelines, and billing terms. It helps prevent disputes and can reduce claim severity if a claim arises

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New Client Checklist

Please note: Not every item will apply to every client. Your accountant will let you know which documents are required based on the services you have selected.

Step 1: Complete Client Intake Forms

Please complete and return the following:

☐ New Client Information Form
☐ Engagement Letter
☐ Service Agreement
☐ Privacy & Confidentiality Acknowledgment
☐ Consent to Electronic Communication
☐ Direct Deposit/ACH Authorization (if applicable)
☐ Document Retention & Records Policy Acknowledgment
☐ Tax Organizer (Tax Clients Only)
☐ Business Information Questionnaire (Business Clients)
☐ Nonprofit Organization Questionnaire (Nonprofit Clients)

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Step 2: Personal Identification

Each taxpayer or authorized signer should provide:

☐ Government-issued photo identification

☐ Social Security Card or ITIN documentation

☐ Driver's License or State ID

☐ Passport (if applicable)

☐ Date of Birth verification

☐ Current mailing address

☐ Phone number

☐ Email address

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STEP 3: INDIVIDUAL TAX DOCUMENTS

PLEASE PROVIDE COPIES OF APPLICABLE TAX DOCUMENTS.

INCOME

- ☐ W-2 FORMS
- ☐ 1099-NEC
- ☐ 1099-MISC
- ☐ 1099-K
- ☐ 1099-INT
- ☐ 1099-DIV
- ☐ 1099-R
- ☐ SSA-1099
- ☐ SCHEDULE K-1
- ☐ UNEMPLOYMENT INCOME (1099-G)
- ☐ FOREIGN INCOME DOCUMENTATION
- ☐ RENTAL PROPERTY INCOME RECORDS
- ☐ CRYPTOCURRENCY ACTIVITY

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Deductions

☐ Mortgage Interest Statement (Form 1098)

☐ Property Tax Statements

☐ Charitable Contribution Records

☐ Medical Expenses

☐ Childcare Expenses

☐ Education Expenses

☐ Student Loan Interest

☐ Retirement Contributions

☐ Health Savings Account (HSA)

☐ Self-Employment Expenses

☐ Home Office Expenses

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Step 4: Business Information

For businesses, please provide:

☐ Articles of Organization/Incorporation

☐ Operating Agreement

☐ Partnership Agreement

☐ Corporate Bylaws

☐ EIN Confirmation Letter

☐ State Registration Documents

☐ Business Licenses

☐ Sales Tax Permit

☐ Professional Licenses (if applicable)

☐ Ownership Information

☐ Organizational Chart (if applicable)

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Business Documents

- ☐ Prior Year Tax Return
- ☐ Previous Financial Statements
- ☐ General Ledger
- ☐ Trial Balance
- ☐ Chart of Accounts
- ☐ Current Balance Sheet
- ☐ Profit & Loss Statement
- ☐ Payroll Reports
- ☐ Sales Tax Reports
- ☐ Fixed Asset Schedule
- ☐ Loan Agreements
- ☐ Insurance Policies
- ☐ Lease Agreements
- ☐ Vendor List
- ☐ Customer List

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Banking Information

☐ Business Checking Statements

☐ Savings Statements

☐ Credit Card Statements

☐ Loan Statements

☐ Merchant Processing Reports

☐ PayPal Statements

☐ Stripe Reports

☐ Square Reports

☐ Venmo Business

☐ Cash App Business

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Technology Access

Request secure access to

- ☐ Accounting Software
- ☐ Bank Login
- ☐ Credit Card Login
- ☐ Payroll Provider
- ☐ Merchant Accounts
- ☐ POS System
- ☐ Inventory Software
- ☐ Bill Pay Software
- ☐ Receipt Capture App
- ☐ Tax Software Portal
- ☐ Secure Document Portal
- ☐ Dropbox
- ☐ Google Drive
- ☐ Microsoft OneDrive

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Payroll Setup

☐ Payroll Provider

☐ Payroll Frequency

☐ Employee List

☐ W-4 Forms

☐ I-9 Forms

☐ Direct Deposit Information

☐ Employee Benefits

☐ Retirement Plans

☐ Workers Compensation

☐ State Payroll Accounts

☐ Federal Payroll Accounts

☐ Previous Payroll Reports

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INTERNAL CONTROLS ASSESSMENT

- ☐ CASH HANDLING PROCEDURES
- ☐ APPROVAL PROCESS
- ☐ PURCHASING PROCEDURES
- ☐ EXPENSE REIMBURSEMENT POLICY
- ☐ BANK RECONCILIATION PROCESS
- ☐ INVENTORY CONTROLS
- ☐ SEPARATION OF DUTIES
- ☐ FRAUD PREVENTION CONTROLS
- ☐ DOCUMENT RETENTION POLICY

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Financial Review

Collect

- ☐ Current Financial Statements
- ☐ Bank Reconciliations
- ☐ Outstanding Invoices
- ☐ Accounts Receivable Aging
- ☐ Accounts Payable Aging
- ☐ Budget
- ☐ Cash Flow Report
- ☐ Debt Schedule
- ☐ Asset Listing
- ☐ Inventory Listing

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Compliance Review

- ☐ Business License Active
- ☐ Annual Report Filed
- ☐ State Registration Current
- ☐ Sales Tax Current
- ☐ Payroll Taxes Current
- ☐ IRS Notices Reviewed
- ☐ State Notices Reviewed
- ☐ Outstanding Penalties
- ☐ Compliance Issues Identified

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Risk Assessment

Potential Risks

- ☐ Cash Flow Issues
- ☐ Tax Liabilities
- ☐ Payroll Errors
- ☐ Poor Recordkeeping
- ☐ Internal Control Weaknesses
- ☐ Fraud Risk
- ☐ Compliance Risk
- ☐ Outstanding Loans
- ☐ Pending Litigation

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Communication Preferences

Preferred Communication

- ☐ Email
- ☐ Phone
- ☐ Text
- ☐ Video Meeting

Preferred Meeting Frequency

- ☐ Weekly
- ☐ Biweekly
- ☐ Monthly
- ☐ Quarterly

Best Contact Time

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Client Goals

Business Goals

☐ Increase Profitability

☐ Improve Cash Flow

☐ Reduce Expenses

☐ Prepare for Financing

☐ Prepare for Investors

☐ Business Growth

☐ Tax Reduction

☐ Debt Reduction

☐ Financial Reporting

☐ Budgeting

☐ Exit Planning

☐ Succession Planning

Other Goals

Success Measures

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Client Portal Setup

☐ Portal Invitation Sent

☐ Password Created

☐ Multi-Factor Authentication Enabled

☐ Client Trained on Portal

☐ Secure File Upload Tested

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Recurring Workflow Setup

Monthly

☐ Bank Reconciliations

☐ Credit Card Reconciliations

☐ Financial Statements

☐ Payroll Review

☐ Accounts Receivable Review

☐ Accounts Payable Review

☐ Cash Flow Review

Quarterly

☐ Tax Planning

☐ Estimated Taxes

☐ Financial Review Meeting

☐ KPI Review

Annually

☐ Tax Return Preparation

☐ Budget Planning

☐ Business Review

☐ Internal Controls Review

☐ Insurance Review

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Final Review

- ☐ All requested documents received
- ☐ Engagement letter complete
- ☐ Initial invoice sent
- ☐ Payment received
- ☐ Client added to workflow software
- ☐ Team notified
- ☐ Kickoff meeting completed
- ☐ First bookkeeping period assigned
- ☐ First tax deadline entered
- ☐ Follow-up meeting scheduled

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Contact Information

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Personalized Accounting · Tax · Bookkeeping · Auditing · Business Consulting

Phone: 602.546.3635

Email: SUPPORT@FIGROUP.INFO

Website: WWW.FIGROUP.INFO

Business Hours:

Monday–Friday

9:00 AM–3:00 PM

Saturday: Appointment only

Sunday: CLOSED

Clients can request after-hour appointments once fully signed on

Thank you for choosing Financial Intelligence Group. We look forward to helping you build financial confidence, achieve your goals, and create lasting success through personalized financial solutions.