



Your success is our business

Case Study

BOQ Springfield is a branch of the Bank of Queensland family and as you may be aware, they are the banks with local owner-managers. So local people not only run their branches, many own them. By running a small business themselves, they really get what it means to deliver personal service.

And providing an exceptional level of personal service is something Kym Wickstein has perfected over the past 38 years in the banking industry. For the past seven years he's owned and managed the Springfield branch of BOQ and is keeping it in the family, working with wife Deb, his daughter, daughter-in-law and the rest of the team who are friends and considered very much part of the family.

Kym has enjoyed a lifetime career in banking and brings a wealth of experience to the role. Starting out with the Commonwealth Bank, his cadetship allowed him to gain experience in all the different areas of the industry which his clients certainly benefit from today. He also has qualifications in Accounting so knows what he's looking for when it comes to a good firm to support his business.

Kym was initially referred to Colin Wisemantel, Director of PCS through a friend, not long after he took over the branch in 2003. "I had been referred to Colin by a friend of mine who I had worked with in banking for many years, and completely trust. I had met Colin once before and found him to be very personable, open, honest and extremely professional. Over the years we've become good friends and I trust him implicitly."

Previously, Kym had been working with a 2nd tier accounting firm in the city but was fed up with the lack of personal service and the lack of continuity - having three different account managers look after him in three years. Meeting with Colin was perfect timing and Kym hasn't looked back. He was also pleasantly surprised at how easy it was to change firms. Seven years on and Kym is very happy with the service and support he gets from PCS.

Specifically, Kym likes the personal contact and availability of the PCS team. "My wife Deb looks after our accounts and has received lots of help and training along the way." Kym also likes the fact that Colin himself is a good businessman, "I always think its a good sign to see an accounting firm growing because I know Colin is doing the right thing by his clients and they're happy, like me."

I'm very comfortable with the advice I get from Colin and the team. Its always honest and I appreciate that. I also think its very reasonably priced and good value for money. They serve our needs well and truly."

Over the past seven years, PCS has worked with BOQ Springfield to help Kym grow his business. They've done that by holding at least two meetings each year for maximising strategic planning and review. They've helped bring about financial stability for the business with both tax and financial planning and the regular reviews have resulted in reduced tax. They also look after the preparation of Kym's personal tax and have helped create wealth with personal tax and investment strategies.

"I'm very comfortable with the advice I get from Colin and the team. Its always honest and I appreciate that. I also think its very reasonably priced and good value for money. They serve our needs well and truly."

So what's next for Kym? For the first time in seven years he's taking his wife on a well-earned break of four weeks holiday in the USA. Visiting New York, Las Vegas, San Francisco and LA. He's built up his business to the level where he's now comfortable leaving it in the safe hands of his team.

If you would like to learn more about the services PCS offer and how they can work with you to achieve *your* business objectives, please contact Marie for a complimentary, obligation free meeting on 07 3255 6511 today.