



Client Communication Policy

Effective Date: January 1, 2026

At Ninth Solutions, clear and consistent communication allows us to provide accurate, timely, and compliant services to all clients. As our firm continues to grow, we are implementing the following communication standards. These guidelines apply to all current and returning clients.

1. Official Communication Channels

All tax-related communication must take place through **official business channels only**.

Primary Communication (First Line)

- Email
- Client Portal (TaxDome)

Secondary Communication (Limited Use)

- Phone calls and text messages **only through our official business number**

Please note:

- Messages sent to **personal phone numbers** will no longer be monitored or responded to.
- Communication through **social media (DMs, comments, etc.)** **will not be used** for client matters.

2. Response Time Expectations

- Our standard response time is **within 48 business hours**.
- Most client matters are **not urgent** unless we are approaching an active filing or regulatory deadline.
- Sending multiple messages across different platforms (email, text, portal, social media) **will not** result in faster responses and may delay handling.

3. Use of Social Media



Social media is used solely for:

- General education
- Firm announcements
- Engagement and marketing

We do **not** discuss individual tax matters through social media.

Clients are encouraged to follow the **Ninth Solutions business page** for updates. Tax-related information will no longer be shared through the personal social media accounts of LaFaye Jones.

4. Firm Structure & Client-Facing Team

Ninth Solutions has undergone internal operational and ownership changes.

- **LaFaye Jones serves in the formal role of Tax Consultant.**
- As additional external-facing team members are added, clients will be introduced accordingly.
- Certain ownership and compliance roles are internal and not client-facing.

These changes are designed to ensure consistency, compliance, and quality service.

5. Hours, Availability, and Updates

Business hours, closures, and important updates will be communicated through:

- The Ninth Solutions website
- Client Portal (TaxDome)
- The Client Resource Center
- Instagram (business page)
- Text notifications for clients who have opted in

Clients are encouraged to subscribe to official notification channels to stay informed.

6. Policy Enforcement



This communication policy is firm and applies equally to all clients.

Failure to follow these guidelines may result in delayed responses or limitations on services. These boundaries allow us to provide fair, consistent, and professional service to all clients.

7. Acknowledgment

Clients may be required to acknowledge and agree to this communication policy as part of engagement, onboarding, or annual organizer completion. A copy of this policy will remain available for reference in the Client Resource Center.

Ninth Solutions

Professional. Consistent. Compliant.