

* Borders, font, type, etc., used for illustration purposes only. Lay-out can be amended to suit your needs.

FAQ

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Q: Where are VSS based?

A: Our registered office is in Sunderland, North of England. Location is largely irrelevant since all contact is virtual, by telephone, fax, e-mail or post. Staff work from their own home and due to insurance requirements, home visits are not permitted. If you wish to meet in person and the travelling distance is reasonable this could be arranged with the Owner. Work can be collected from your premises if you are local and returned the same way. There is comprehensive insurance in force.

Q: What about client confidentiality?

A: VSS Virtual Secretarial Services™ guarantee complete confidentiality for all work undertaken. VSS Virtual Secretarial Services will sign a Non-Disclosure Agreement and will comply with any relevant security checks. All hard copies of work in progress are disposed of by confidential waste. VSS Virtual Secretarial Services™ are registered with the Information Commissioner's Office (Reg. No. ZA122890) and this Firm strictly follows the guidelines in the Data Protection Act 1998.

Q: What hours will you work?

A: Business hours in the UK are 9.00 a.m. - 11.00 p.m. Mon-Sat, including Bank Holidays. However, VSS Virtual Secretarial Services do operate an overnight service (which must be pre-booked). We will endeavour to return all telephone calls, e-mail enquiries and provide you with a timescale guide or quotation outside these UK hours. There is no extra charge for working at the weekend or on Bank Holidays or for using our priority overnight services.

Q: What format do electronic documents take and can you guarantee your computer network is virus free?

A: VSS Virtual Secretarial Services™ generally use Microsoft Office and will save work in whatever specification is given, including pdf, there is only one Apple Mac user. Our computer network has up to date anti-virus software and firewalls installed for your complete satisfaction.

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END OF RECORDING