



Welcome to The Fantabulous Frequently Asked Questions

Below are a few of the questions I am often asked.

Should you have others or wish to discuss any thing further please do just ask!

Are you insured?

Yes I have Professional Indemnity of £1,000,000 provided by Hiscox Insurance Company Limited via Policy Number 14788191, renewal date is 08.03.22. Copy of certificate on page 3 of this document.

How many hours a week will I save?

The more you delegate, the more hours you will save each week.

What is the best thing to outsource first?

I recommend you start with the things you dislike doing the most!

What are the benefits of hiring The Fantabulous?

You get instant support from a highly skilled individual who can handle your daily tasks through to complex works, which saves your time and money.

Can I talk to someone about my unique needs?

Yes, you can give me a call anytime to discuss your unique needs. Or leave me a message for me to call you back at a time convenient to you.

What is the exact process — how does it work?

You tell me about yourself, your business, and what kind of support you need. We discuss then agree an initial plan and start date. We will review at agreed points.

How do I get in touch with Clare?

You can use phone, email, SMS, or WHATSAPP to contact me. 1-1 visits are also available by appointment. My travel outside of the Nottinghamshire area and/or a frequency, more than once a month will incur standard business mileage expenses.

What happens after I sign up?

After you sign up, you will go through an onboarding process and start collaborating with me. I will make sure you know exactly how to start delegating.

How do I keep track of my hours?

I will send you regular reports to ensure you are aware of how many hours you have used.

How do I work with my Clare?

I will adjust to any platform and software you use for work and communication.

How does holiday cover work?

I will only provide support during holidays when you make a special request in advance. Any time off I have planned will be shared well in advance.

Can Clare use an email account with my company name (e.g., clare@mycompany.co.uk)?

Yes, I highly recommend this practice because it allows your me to seamlessly integrate with your business and become part of your team.

How do you ensure confidentiality?

I can sign a mutual NDA if required.

What are your office hours?

Our office hours are Monday through Friday from 9am to 5pm GMT. Works can be carried completed outside of these hours on a pre-agreed basis only.

Can I meet Clare in person?

Yes, by a pre-agreed appointment. Clare's travel outside of the Nottinghamshire area and/or a frequency more than once a month will incur standard business mileage expenses.

Can Clare attend physical events and meetings with me?

Yes, subject to availability and agreement of an hourly rate plus travel and expenses.

Is there a sign-up fee?

There is no sign-up fee.

How do I cancel the service?

You can give me a call or send me an email.

What is your refund policy?

You can receive a full refund within the first 15 days of signing up.

How does billing work?

Your first invoice is due at the commencement of the agreed service. You will then be charge on the same day every month unless you cancel your subscription. Payment is due within 15 days of invoice date.

For one off projects i.e., website works or project management payment will be required 15 days from invoice date or broken down into a monthly schedule dependent on expected duration of works.

What happens if I need more support than I have prepaid for? Can I receive more hours?

You can add more hours at the same hourly price as your current plan.

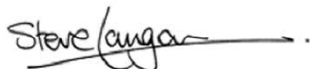
What if I have more questions?

You can give me a call or send me an email at any time.

CERTIFICATE OF PROFESSIONAL INDEMNITY INSURANCE

Policy Number:	14788191
Name of Policyholder:	Clare Wheat t.a MyFantabulous
Description of Activities:	Virtual Assistant
Date of commencement of insurance policy:	09/03/2021
Date of expiry of insurance policy:	08/03/2022 expiring at Midnight
Limit of Indemnity:	£1,000,000 each and every claim or loss, excluding defence costs
Retroactive Date:	09/03/2021

Signed on behalf of Hiscox Insurance Company Ltd



Steve Langan
Managing Director, Hiscox UK and Ireland

Notes:

- a. This insurance is subject to policy terms and conditions and any special terms notified to the insured.
- b. The certificate above shows that you are insured with an authorised insurer.
- c. The certificate (or any copy) must only be displayed whilst the policy remains active and within the policy period above.

About the insurer:

Insurer	Hiscox Insurance Company Ltd
Company registration	Registered in England number 70234
Registered address	1 Great St Helen's, London EC3A 6HX
Status	Hiscox Insurance Company Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority