

For any business considering instructing us it is very important that you can trust and rely on us. We are in the business of providing solutions to our clients and this means that we have to be completely up front about our terms of engagement and fees.

When you instruct us to help you with a particular matter, we shall endeavour to send you a letter or email of engagement. This will normally set out the following:

- who will be doing your work on a day to day basis;
- what we will be doing for you; and
- what the fee structure will be.

In terms of fee structures, we are happy to provide you with a fixed fee quote if you would like. In the absence of (i) agreeing a fixed fee or other fee arrangement to suit your needs for a particular work request or (ii) sending you a letter or email of engagement, we shall base our fees in accordance with our Standard Terms of Business (which is on a 'time spent' basis). Please note that our hourly charges are reviewed each year on or around 1st August.

Please see our website for information on our current Standard Terms of Business and Hourly Charges.

PROFESSIONAL FEES //

Many businesses worry about the level of professional fees that they are charged when instructing professional services. Our aim is to provide our professional services at competitive prices. We are under a duty to ensure that our fees are fair and not excessive. Your business is very important to us and if you are at any time unhappy with our charges then please contact our managing partner, **David Calder** who would like to know.

IDENTIFICATION //

If you are instructing us for the first time as a new client of the firm, we would like to thank you for giving us the opportunity of working with you. When you meet your solicitor for the first time, you need to bring with you two items of I.D. so that we can confirm your identity. This is a statutory requirement under the Anti Money Laundering Regulations. Please [click here](#) for a list of the items of I.D. that can be accepted. The list also outlines some of the checks that we need to perform to make sure that your business exists. We will take a photocopy of the original I.D. documents for our records and then pass the originals back to you. Please note that if you are not a principal, director or partner of your business but have been authorised to deal with us, we also need to carry out an identity check against the principal or a director or partner (as appropriate). This is a standard check which needs to be carried out and we are not permitted to undertake any work for your business until these checks have been completed.

EXISTING CLIENTS //

If you are an existing client of the firm and instructing us for a second or subsequent time, we would like to thank you for your continued loyalty and support.

We are also keen to take an interest in and support the businesses of our clients. If your business is changing or even experiencing difficulties then we would be happy to come and meet you to discuss how we might be able to help. Please contact our managing partner, David Calder, or your usual contact, if you would like to meet up.