

DG/RF/MIS003-1-8/1086

19 October 2020

A N Other
Another Road
Another Town

Dear Alan

Re: Your divorce

Thank you for instructing me to act for you.

At our meeting on 17th October you instructed me to represent and advise you in your:

Divorce/Separation

I am a Solicitor and I shall be acting for you personally aided by Rachel Ferry, my personal assistant. Also available to assist you will be Polly Sanders, Sara Whittaker, Nikki Lloyd, Victoria Dudek and Lorraine Sharp.

Thank you for letting us have £1000 on account of costs.

In order to help you budget and control expenditure we will send you an interim invoice periodically (see our Terms & Conditions) and we shall need this to be paid upon receipt. If you have any complaints/queries about any invoice, then please let us know. You may also have a right to object to a bill by making a complaint to the Legal Ombudsman and/or by applying to the Court for an Assessment under Part III of the Solicitors Act 1974. We take all the major credit cards and debit cards. Interest will be charged on unpaid bills at 4.9% above the prevailing Lloyds TSB Bank base rate. You need to be aware that failure to pay an invoice promptly will mean that I shall not be able to continue to work on your file until payment is made. It is important that you carefully read and absorb our attached Terms & Conditions.

From time to time, in order to avoid typing back-logs, we may send digital dictations to Dictate2us (D2u) for typing. Whilst D2u will have access to our Case Management system your data will be kept confidential. D2u have a stringent IT security policy ensuring compliance with the Solicitor's Regulation Authority Code and the Code of the Solicitor's Outsourcing Association. You may if you wish notify us that you would like to opt out of this service.

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It seems that you would not be eligible for public funding on the information you have provided to me but if you have any doubts, please check the website at www.gov.uk/government/organisations/legal-aid-agency.

We understand you do not have any other means of funding available to you such as insurance. If in doubt please contact your insurance broker.

We will not be giving you any independent financial, tax or pension advice but will recommend a preferred Specialist for that purpose if you wish. Sometimes family work involves investments. We are not authorised by the Financial Services Authority and so may refer you to someone who is authorised to provide any necessary advice. However, we can provide certain limited services in relation to investments, provided they are closely linked with the legal services we are providing you, as we are regulated by the Solicitors Regulation Authority.

Diane Genders is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or about the bill, please contact Diane Genders on 01522 516500 or diane@dianegenders.co.uk or by post. We have a procedure in place which details how we handle complaints which is available in the enclosed client pack.

If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. The contact details for the Legal Ombudsman are as follows:-

PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

We are required by law to comply with the Money Laundering Regulations and verify your name and address. We do this by using a system operated by CallCredit which is approved by the Law Society. In some instances it may be necessary to request further documentation from you such as passport/driving licence, utility bill and bank statement.

We have discussed the various potential outcomes with you and whether the likely cost and any risks will be justified.

In your client pack you will find :-

- Instructions on what to do if you are dissatisfied at any time.
- Fact sheets on Divorce, Finances etc.
- Our commitment to you and how you can help us.
- Information on your legal costs.

Our standard hourly charging rates are as follows:-

Diane Genders (Solicitor)	£275.00 plus VAT
Sara Whittaker (Family Law Executive)	£189.00 plus VAT
Polly Sanders (Family Law Executive)	£189.00 plus VAT
Rachel Ferry	£105.00 plus VAT
Assistants	£90.00 plus VAT

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Unsocial hours:-

Diane Genders (Solicitor)	£412.50 plus VAT
Polly Sanders (Family Law Executive)	£283.50 plus VAT
Sara Whittaker (Family Law Executive)	£283.50 plus VAT

The charging rates will normally be reviewed annually and notified to you in advance in writing.

We appreciate this is not helpful in allowing you to budget or assess the likely level of your costs. Unfortunately because every case is unique, it is impossible at this early stage for me to be able to estimate with any degree of certainty how much work will be required to conclude your case satisfactorily. This means it is difficult for me to estimate the likely level of your costs. The best I can do is estimate your costs to be £2,500 - £5,000. This does not include Counsel or other experts which may need to be involved, I would estimate these to be £1,500.

You need to be aware that costs are likely to increase (sometimes dramatically) in the following circumstances:-

1. A material change in the circumstances of the case.
2. If there is no reasonably early settlement.
3. If the proceedings are undertaken by either side in an unusually unreasonable, demanding or hostile manner.
4. If you instruct me to spend additional time or do work over and above that which I would normally expect to do in a similar case.
5. If the estimate has not anticipated Court Proceedings.
6. If an unusual number of Court Hearings are needed.
7. If there are an unusually large number of documents to consider/produce or the documents so produced are unusually complex.
8. Any unforeseen circumstances.

If any of the above apply, you will be informed as soon as it becomes evident that the cost estimate is likely to be exceeded. Meanwhile, for examples of the likely costs if any of the above apply, please refer to the Estimate of Costs and Timescale enclosed.

Please refer to the enclosed Guides for further information and as to the likely risk of being required to pay your wife's costs.

I also enclose my terms and conditions which together with the guidelines I hope you will find helpful. I am sure you will appreciate this is not an exact science and your actual costs will depend upon many different factors often outside our control. Please note we shall require payment in advance for Court Hearings, for Court fees and prior to our instructing experts on your behalf such as Barristers and Valuers. If such payment is not received on request then we shall have to suspend work on that particular aspect of your case.

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Our aim is to work in partnership with you and nothing will be done without your permission. You will remain in control at all times. You will be sent copies of all documents and letters written and received (other than acknowledgement letters) unless you ask us not to do so.

So that we are both clear on my terms of business and the work you expect us to be doing for you, will you please sign and return a copy of this letter.

If you are ever unsure about anything, please do ask.

Yours sincerely

Diane Genders
Diane Genders Solicitors Limited

Email: diane@dianegenders.co.uk

*Encs: Copy of this letter
Client Pack
Terms and Conditions
Estimate of Costs Sheet*