

TERMS OF RETAINER

You will have received an estimate of our fees. Fees relating to additional work will be on our website.

Most of the work in this matter will be carried out personally by James Coulson, who is the solicitor in charge. If he is unable to help you, a message can be taken for you by Nerea Roopnarine a solicitor.

The Partner of this firm with ultimate responsibility for this matter is Douglas Narayan. We aim to offer all our clients an efficient and effective service and I am confident that we will do so in this case. However, should there be any aspect of our service with which you are unhappy, and which we cannot resolve between ourselves, you may raise the matter with Douglas Narayan.

If we cannot resolve this matter together, you can pursue a complaint with the Legal Ombudsman www.legalombudsman.org.uk.

Fees

You have been given an estimate of our fees which are on our website.

Emails

Emails are often sent to us with a string of correspondence that may or may not be relevant to the transaction. We will normally only read the initial email and not consider all the emails in the chain as they may or may not be relevant to the transaction. If you forward us or send us emails with additional correspondence, we will not consider this unless you specifically set out what matters you wish to bring to our attention. Please phone to make appointments or email us a number to contact you on to make an appointment. The costs of dealing with making an appointment by email can be substantial when it only needs a phone call. We may not respond to requests for appointments by email.

Tax considerations

You should take advice on the tax consequences of this transaction from your accountant or tax advisor. We cannot advise you in connection with exemptions or allowances from any taxes.

Progress of Case

You will normally be advised in detail of the transaction as it proceeds.

You will normally be advised in detail of the transaction as it proceeds. We cannot advise you on all matters relating to this transaction as to do so would require a book. We will advise you on matters we consider appropriate at the time. Unforeseen events may occur and we cannot advise on every possible consequence of every possible occurrence. As one District Judge said "it would be an "impossible task" for a solicitor to "provide a client with specific advice as to every scenario" (Swann v Slater & Gordon).

Confidentiality

We owe you a duty of confidentiality which means that we must not disclose anything relating to this transaction without your consent. If you instruct us specifically not to disclose information to any particular person or organisation we will comply with your specific instructions.

Solicitors are under a professional and legal obligation to keep the affairs of clients confidential. This obligation, however, is subject to a statutory exception: recent legislation on money laundering and terrorist financing has placed solicitors under a legal duty in certain circumstances to disclose information to the National Criminal Intelligence Service. Where a solicitor knows or suspects that a transaction on behalf of a client involves money laundering, the solicitor may be required to make a money laundering disclosure. If this happens, we may not be able to inform you that a disclosure has been made or of the reasons for it because the law prohibits "tipping-off".

Payment and receipt of funds

We will not accept bank payments unless made from a bank regulated by the Financial Conduct or Prudential Regulation Authority in the United Kingdom.

WE WILL ONLY MAKE PAYMENTS INTO A BANK ACCOUNT OF A BANK REGULATED BY THE FINANCIAL CONDUCT OR PRUDENTIAL REGULATION AUTHORITY IN THE UNITED KINGDOM IN YOUR NAME.

General Data Protection Regulations

1. The identity of the data controller is Douglas Narayan of Ferns solicitors 112 Clapham High Street, London SW4 7UJ.

2. The legal basis and purposes of processing your data is to comply with our contractual obligations to you. Files will be kept for six years after which they may be destroyed. Original wills will not be destroyed. You have a right to complain to the Information Commissioner's Office if you think there is a problem with the way we are handling your data.

3. Provision of your personal data may be required by the Solicitors' Regulation Authority and to accountants auditing our financial records.

4. You are entitled to request access to and rectification or erasure of data, to object to and request the restriction of processing, and to data portability. We can retain data despite your request for the establishment, exercise or defence of legal claims.

Signed.....

Date: