

QualitySolicitors Acklam Bond

Terms of Business

1.	QualitySolicitors Acklam Bond.....	1
2.	Terms of Business.....	1
3.	Excluded Advice.....	1
4.	Your Duty to Retain and Preserve Documents.....	1
5.	Copyright.....	1
6.	Client Satisfaction.....	2
7.	Fixed Fee Services.....	2
8.	Hourly Rate Services.....	2
9.	All Services.....	2
10.	Costs & Funding: Litigation/Contested Matters.....	3
11.	Storage of Documents and Deeds.....	3
12.	Termination.....	3
13.	Financial Services.....	4
14.	Limitation of Liability.....	4
15.	Client Money.....	5
16.	Confidentiality, Privacy & Data Protection.....	Error! Bookmark not defined.
17.	Referrals to Third Parties.....	7
18.	Hours of Business.....	7
19.	Anti- Money Laundering.....	7
20.	Equality & Diversity.....	8
21.	Rights of Third Parties.....	8
22.	Applicable Law, etc.....	8

1. QualitySolicitors Acklam Bond

1.1 Acklam Bond Limited ('the Firm') operates under the trading name of 'QualitySolicitors Acklam Bond and is constituted as a Limited Company incorporated in England and Wales company number 10053090.:

(a) Head Office: Equity Chambers, 10-12 St, James Street, Accrington, Lancashire, BB5 1LY

Branch Offices: 6a Market Street, Darwen, Lancashire, BB3 1AZ & First Floor, 24 Manchester Road, Burnley, BB11 1HH.

(b) Phone Number: 01254 872272 (Darwen 01254 773800, Burnley 01282 526270);

(c) Fax Number: 01254 233370 (Branch 01254 677415);

(d) Email: enquiriesaccrington@acklambond.co.uk;

(e) Web Site: www.qualitysolicitors.com/acklam-bond ;

(f) Value Added Tax ('VAT') number: 498082992.

(g) Authorised and Regulated by the Solicitors Regulation Authority (SRA) under Identity Number:628698 (Branch SRA ID:630265 – Darwen and ID: 645442 - Burnley).

1.2 In these Terms of Business all first person terms such as 'we', 'us' and 'our' refer to the Firm and not to any Director, Employee or Consultant personally or to any combination of Directors, Employees or Consultants collectively. By entering into this Agreement, you are entering into a contract with the Firm and not with any Director, Employee or Consultant personally or with any combination of Directors, Employees or Consultants collectively.

1.3 We are bound by various professional rules of conduct which can be viewed at www.sra.org.uk or by writing to 'Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN' or calling the Solicitors Regulation Authority's contact centre on 0370 606 2555 (inside the UK – call costs guide can be obtained from Ofcom), 08.00 to 18.00, Monday, Wednesday, Thursday, Friday and 09.30 to 18:00, Tuesday.

1.4 The SRA Indemnity Insurance Rules, in force from time to time, require us to take out and maintain Professional Indemnity Insurance with

Qualifying Insurers. Information about the compulsory layer of Professional Indemnity Insurance we carry, including the contact details

A copy of these Terms of Business is available in larger print. Please contact us if you require a copy.

of our insurers and the territorial coverage of our insurance, are available in hard copy at our head office.

2. Terms of Business

2.1 These Terms of Business may not be varied unless agreed in writing and signed by a Director. They should be read in conjunction with our Client Care Letter which sets out the basis on which we act for you and any documents referred to in that letter. Together these form the 'Agreement' between us relating to each matter on which we advise you.

2.2 These terms, including the limits on our liability in clause 14, shall apply to all work done by us for you (and any work to be done in the future) unless we otherwise notify you in writing.

2.3 If any term of this agreement is inconsistent with our legal obligations under the relevant laws then the relevant laws shall apply instead of those terms.

3. Excluded Advice

3.1 We do not advise on the laws and regulations of jurisdictions other than England & Wales (which for these purposes includes the law of the European Union as applied in England & Wales).

3.2 Whilst we have a degree of understanding of taxation relevant to an individual or corporate entity or value added tax or other taxation, we are not qualified to give any taxation advice in any form and you should take the professional advice of a taxation accountant or your own accountant. If you authorise us to proceed with the transaction, we will proceed on the basis you have sought appropriate professional advice. If you wish us to help you appoint an appropriate accountant please ask.

3.3 We do not advise on competition law, nor do we provide financial advice generally, or comment upon the commercial viability of any transactions upon which we advise.

4. Your Duty to Retain and Preserve Documents

4.1 If now, or at any time in the future, any matter on which we act for you is the subject of formally contested proceedings, whether in the courts or other tribunals, you will almost certainly have to disclose documents, including electronic documents, relevant to the matter. You should ensure that you do not destroy or allow to be destroyed any documents that relate to such matter in any way (however slight you believe the connection may be), as your position in such proceedings could be seriously compromised if you do so.

5. Copyright

5.1 Unless we agree otherwise, all copyright which exists in the documents and other materials that we create whilst carrying out work for you will remain our property. You have the right to use such documents and materials for the purposes for which they are created, but not otherwise.

QualitySolicitors Acklam Bond

Terms of Business

- 5.2 If you use such documents for any purpose other than that for which they were created we are not responsible to you for any losses that you may suffer as a result.
- 5.3 Unless otherwise required by law or court order, you agree not to make our work, documents or materials available to third parties without our prior written permission. Our work is undertaken for your benefit alone and we are not responsible to third parties for any aspect of our professional services or work that you make available to them.
- 6. Client Satisfaction**
- 6.1 We operate strict client care and quality policies and always aim to provide you with the highest level of legal expertise and to be available, approachable, understandable, prompt and courteous.
- 6.2 We will keep you informed about all important developments in your case and we will respond to your letters, emails and telephone calls promptly and efficiently.
- 6.3 The majority of our clients are very happy with the service we provide them, but in the event that you have any cause for concern, including about a bill, then please be aware that you are entitled to make a complaint, and that you can do so by contacting our designated complaints handler, Mr Roberto Carassale (telephone: 01254 872272 or email roberto@acklambond.co.uk). We take all feedback from clients seriously and operate a Complaints Handling Procedure, a copy of which is available upon request.
- 6.4 We are usually able to deal with any concerns you have promptly and to your satisfaction, but if this is not the case, you will be able to make a complaint to the Legal Ombudsman provided you do so within 6 months of the end of our internal complaints procedure if you are still not satisfied with the outcome.
- 6.5 In addition, there are time limits for bringing a complaint to the Legal Ombudsman, linked to the date of the act or omission giving rise to a complaint or the date on which you should reasonably have known there were grounds for a complaint. The relevant time limits are set out in the version of the Legal Ombudsman's Scheme Rules in force from time to time and may only be extended by the Legal Ombudsman in exceptional circumstances. If you wish to bring a complaint to him, you should refer to the version which is in force at the time of your complaint. The Rules can be accessed at www.legalombudsman.org.uk/helping-the-public/#scheme-rules.
- 6.6 You should also be aware that, when your complaint relates to a bill, the Legal Ombudsman will not consider your complaint while your bill is being assessed by a court.
- 6.7 A complainant to the Legal Ombudsman must be one of the following:
- (a) An individual;
 - (b) A micro-enterprise as defined in European Recommendation 2003/361/EC of 6 May 2003 (broadly, an enterprise with fewer than 10 staff and a turnover or balance sheet value not exceeding €2 million);
 - (c) A charity with an annual income less than £1 million;
 - (d) A club, association or society with an annual income less than £1 million;
 - (e) A trustee of a trust with a net asset value less than £1 million; or a personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.
- 6.8 If you are not, you should be aware that you can only obtain redress by using our Complaints Handling Procedure or by mediation or arbitration, or by taking action through the Courts.
- 6.9 Legal Ombudsman Contact Details:
- (a) Address: PO Box 6806, Wolverhampton, WV1 9WJ
 - (b) Telephone: 0300 555 0333
 - (c) Email: enquiries@legalombudsman.org.uk
 - (d) Website: www.legalombudsman.org.uk
- 6.10 The Firm is committed to ensuring that all Directors, Consultants and Employees give their full co-operation to the Legal Ombudsman in the event of any dispute or complaint against the Firm.
- 7. Fixed Fee Services**
- 7.1 Where our Client Care Letter states that we are charging on a fixed fee basis, additional services may be provided on request and (unless otherwise agreed by us in writing) will be charged at our standard hourly rates as set out in our Client Care Letter (or any such hourly rate as advised to you during the course of your matter) plus expenses (if any) and VAT. Any work which does not fall within the scope of your fixed fee retainer (as detailed within your client care letter) will be charged at our standard hourly rate as advised either within the Client Care Letter or any such rate as advised to you during the course of your retainer.
- 8. Hourly Rate Services**
- 8.1 Where our Client Care Letter states that we are charging on an hourly basis, the hourly rate varies according to the experience and expertise of the person dealing with the matter. The rates which apply to each matter are set out in our Client Care Letter and any such rates as advised to you during the course of your matter.
- 8.2 The time spent on your matter for which you will be charged includes meetings with you and others, travelling, waiting, researching and considering, writing and receiving correspondence, making and receiving telephone calls, preparing and working on documents, and making file notes.
- 8.3 The time spent on your matter is recorded as units of one tenth of an hour. Therefore, this is the minimum amount of time we will charge for any piece of work undertaken on your matter.
- 8.4 Once a year, we review our hourly rates. We will notify you in writing of any increase with any increase to be immediately effective from the 01st May.
- 8.5 We will add VAT to our fees at the rate that applies when the work is done.
- 9. All Services**
- 9.1 All expenses which we incur in working on your matter will be payable by you in addition to our fees. Examples of these expenses include but are not limited to Land Registry and Companies House fees; search fees; stamp duty (and similar taxes); fees charged by experts, agents, couriers and barristers; court fees; travel expenses and subsistence; faxes; international telephone calls; use of on-line databases; and telegraphic transfer fees. In addition, we may also charge you for photocopying and other document production. VAT is payable on certain expenses, which you will need to pay in addition.
- 9.2 If we have provided to you a written estimate of the total charges, it is given only as a guide to assist you in budgeting and should not be regarded as a fixed quotation unless otherwise agreed in writing. We will inform you if any unforeseen - but significant - additional work becomes necessary.
- 9.3 It is often impossible to tell at the outset what the overall cost of a matter will be. If this is the case we will provide you with as much information as possible at the start and keep you updated as the matter progresses.
- 9.4 We will usually submit bills monthly but may choose to submit bills at other intervals during the course of working on your matter. This

QualitySolicitors Acklam Bond

Terms of Business

applies to both contentious and non-contentious matters and bills can be submitted even where work has not been completed on your matter. We may also submit a bill on or at any time after conclusion of the matter or at the end of this Agreement. Unless otherwise agreed, our bills are payable within 28 days of the delivery of the bill. All bills, whenever they are submitted, will be for final bills for the period to which they relate but this does not prevent us from invoicing you for expenses for that period on a subsequent bill.

9.5 We will also ask you at any time to pay money in advance of any legal fees and expenses being incurred by us (known as 'payment on account'). If we ask you to make a payment on account, we will not be obliged to undertake any further work on your matter until you have made that payment (and if you do not make the payment we may cease acting for you). The request for a payment on account extends to both contentious and non-contentious work.

9.6 Where we decide to extend credit to you by carrying out urgent work on your matter after the money you have paid on account has all been used, you agree to remain liable for our fees regardless of whether or not we give you advance notification that we are going to extend credit to you.

9.7 It is your responsibility to tell us when first instructing us if you have any form of insurance cover (such as legal expenses insurance) that you think will pay our fees. You must also tell us when first instructing us if there is a third party who may pay our fees. If a third party agrees to pay all or part of our bills, you will remain responsible to us for payment until those bills have been paid in full. Similarly, if there is any shortfall in the recoverability of our fees, you agree to remain liable for any shortfall of our legal fees and expenses. If you receive any form of payment, damages, monies etc then by instructing us you agree for us to deduct any legal fees and/or expenses that we have incurred even if those fees are to be paid by a third party. We will notify you in advance of any deduction to be made.

9.8 If we are advising more than one person (usually individuals, companies or other entities) we will, unless otherwise agreed by us in writing, act for those persons jointly and severally. If we are asked to deliver bills only to one person, those bills will nevertheless be payable in full by all other persons we act for under this agreement.

9.9 If you are instructing us jointly in relation to any matter it is your responsibility to tell us at the outset of the Agreement if you require more than one person to give us instructions in relation to that matter. Otherwise, we will accept instructions from any one person and will not be responsible to any other person for any losses they may suffer as a result.

9.10 If you are a company or other commercial entity it is your responsibility to tell us at the outset of the Agreement if you require more than one Director (or equivalent) to give us instructions.

9.11 Late Payment of Bills

(a) Unless otherwise agreed, our bills are payable within 28 days of the delivery of the bill. If we do not receive payment during this time, we reserve the right to charge you interest thereafter as follows:

(i) If you are a private client, we may charge you interest (on a daily basis) on the unpaid element of the bill (at a rate no higher than the rate payable on judgment debts at the date of this agreement);

(ii) If you are a commercial client, we may charge you interest under the Late Payment of Commercial Debts (Interest) Act 1998 plus a fixed sum under the Late Payment of Commercial Debts (Interest) Act 1998 as amended and supplemented by the Late Payment of Commercial Debts Regulations 2002;

(b) We may refuse to undertake any further work for you (whether in respect of the matter to which the bill relates or any other matter

on which we are acting for you) until that bill(s) is/are paid and/or we may stop acting for you; and

(c) We may retain any papers or documents belonging to you, together with our own records and may not provide you with those papers or documents until any outstanding bill(s) on any matter you have instructed us on has been discharged.

9.12 Should you make a payment by way of cheque or credit card and that payment subsequently not be honoured then we will inform you in writing and request funds be made available for the payment to be re-presented. The Firm reserves the right to charge you a fee for administration and any charge imposed by the bank for re-presenting your payment. Until such time as the payment is cleared into our accounts the provisions of clause 9.11 may apply.

9.13 If you have any queries in respect of any element of a bill, you should still promptly pay all other elements of the bill.

9.14 Where we hold money for you, whether because you have made a payment on account or we otherwise receive funds on your behalf, we may use this money toward payment of our bills. This applies to any matters in which we are acting for you and we may therefore use funds from any matters in which we are acting for you to discharge any outstanding any legal fees. We will always advise you when this is being done. If we take any security for our fees, whether from you or any third party, this shall not affect any rights we have (or which we may have) to retain your papers.

9.15 If you wish to make a complaint about one of our bills, you may do so by using the Firm's Complaints Procedure (copy available on request). You may also have a right to object to a bill by making a complaint to the Legal Ombudsman and/or applying to the court for an assessment of the bill under part III of the Solicitors Act (1974). The contact details for the Legal Ombudsman can be found at clause 6.9.

10. Costs & Funding: Litigation/Contested Matters

10.1 The Firm recognises the need for flexibility in funding litigation, particularly where there is a possibility that you will have to contribute to the other side's legal costs and expenses. At the outset we will investigate with you the best way of paying for your legal representation.

11. Storage of Documents and Deeds

11.1 We retain all documents relating to your matter (other than any documents which are in your possession or returned to you) for at least six years from the conclusion of our involvement in the matter. You agree that we may destroy them after that time. We will not destroy documents you ask us to deposit in our deeds store nor any original wills that we keep in our wills storage. Our file closing letter will set out the period for which we will store your file of papers for.

11.2 If you ask us to retrieve documents from storage there is a charge, which is normally £25 plus VAT for each matter, although we will not normally charge that fee if we retrieve documents to enable us to carry our further work for you. We will charge, however, for any work necessary to comply with instructions given by you in connection with retrieved documents. Unless otherwise agreed with you in writing, those charges will be at our hourly rates applicable at the relevant time and those charges will be applied on the same basis as set out in clause 8.

12. Termination

12.1 You may end this agreement (and therefore, your instructions to us) at any time by writing to us but we will be entitled to keep all of your documents and deeds while there is money owing to us (including fees and expenses which have not yet been billed).

12.2 We may end this agreement (and, therefore, cease acting for you) in relation to any matter or all matters of yours but only on reasonable

QualitySolicitors Acklam Bond

Terms of Business

written notice and for good reason. Examples of a good reason include where you have not given us sufficient instructions, where you have not provided appropriate evidence of identification or we reasonably believe that the relationship between you and us has broken down or non-payment of our legal fees on any matter in which we act for you, irrespective of whether work has been completed on any matter in which we act for you. If we end the agreement then we will be entitled to keep all of your documents and deeds whilst there is money owing to us (including fees and expenses which have not yet been billed).

12.3 If your matter does not conclude, or we are prevented from continuing to act because of our legal obligations or our professional rules, we will charge you for any work we have actually done. Our charges will be based on our hourly rates set out in this Agreement (and where a fixed fee has been agreed, the charges will not exceed that fixed fee unless we have had cause to incur additional work).

12.4 If we cease acting for you, we shall (where relevant) inform the court or tribunal that we no longer act for you and shall apply to be removed from their records. We may charge you for doing so at our hourly rates applicable at the relevant time and those charges will be applied on the same basis set out in clause 8 and for any expenses which we incur on the same basis – also set out in clause 8.

12.5 If you are an individual consumer (and not a business entity) and the contract is classed as either an off-premises contract or a distance contract then The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (the regulations) will apply to our agreement. This means that you have the right to cancel the contract within 14 days starting the day after the date that the contract is entered into. However, you can expressly ask us to start work within the cancellation period and you will be responsible for paying for our services.

13. Financial Services

13.1 The Law Society of England and Wales is a designated professional body under Part XX of the Financial Services and Markets Act 2000 (as amended) which means that we may carry on certain regulated activities without being regulated by the Financial Conduct Authority. This means that we may be able to provide limited financial services to you where such services arise out of, or are complementary to, the provision of legal services.

13.2 The Law Society is the designated professional body for the purposes of the Financial Services and Markets Act 2000, but responsibility for regulation has been delegated to the Solicitors Regulation Authority (the independent regulatory body of the Law Society), and responsibility for handling complaints has been delegated to the Legal Ombudsman. The contact details for the Solicitors Regulation Authority can be found at clause 3 and the contact details for the Legal Ombudsman can be found at clause 6.9.

13.3 The limited regulated activities that we carry out are issuing certain insurance policies, such as after the event legal expenses insurance, defective title insurance and other property indemnity insurance (such as breach of covenant, absence of easement, lack of planning permission, unknown rights and covenants policies).

13.4 We are not authorised by the Financial Conduct Authority. However, we are included on the register maintained by the Financial Conduct Authority so that we can carry on insurance mediation activity, which is broadly the advising on, selling and administration of insurance contracts. This part of our business, including arrangements for complaints or redress if something goes wrong, is regulated by Solicitors Regulation Authority. The register can be accessed via the Financial Conduct Authority website at www.fca.org.uk.

13.5 Any insurance policy arranged by us on your behalf, shall, in our opinion, be adequate to meet your needs, but you are hereby informed that we do not recommend any policy over and above any other and that it is your responsibility to check that you are satisfied with the

excess levels, exclusions, limitations and other policy terms. We do not conduct a fair analysis of the insurance market prior to arranging insurance policies. You can request details of the insurance undertakings with which we conduct business at any time.

13.6 You hereby agree to provide us with details of any relevant existing insurance policies you may have and you agree that we shall not be liable to you for any losses you sustain as a result of your failure to provide us with such details.

14. Limitation of Liability

14.1 You agree that the limitations on our liability as set out in this agreement are reasonable having regard to the nature of your instructions and the work involved and the availability and cost of professional indemnity insurance. We are, however, happy to consider options to increase these limitations, should you so require (which may result in an increase to our fees).

14.2 We will undertake the work relating to your matter with reasonable skill and care.

14.3 We accept liability without limit for the consequences of fraud by us or any of our Directors, Consultants or Employees which is affected in their capacity as Directors, Consultants or Employees and for any other liability which we are not permitted by law or rules of professional conduct to limit or exclude. If any part of this agreement which seeks to exclude, limit or restrict liability (including provisions limiting the amount we will be required to pay or limiting the time you have to bring a claim) is found by a court to be void or ineffective for any reason, the remaining provisions shall continue to be effective.

14.4 We will not be liable under this agreement or laws of negligence for any deficiencies in the work we have undertaken if and to the extent that deficiencies are due to any false, misleading or incomplete information or documentation which has been provided to us (whether by you or any third party) or due to the acts or omissions of you or any third party. However, where any failure by us to identify any such false, misleading or incomplete information (or any failure by us to inform you that we have identified such information or any failure to act on your resulting instructions) constitutes negligence then we shall, subject to the other provisions of this agreement, remain liable for such failure.

14.5 Despite anything else contained in this agreement, we are not under any obligation to act for you (or to continue to act for you) if to do so would breach any laws or professional rules. Therefore, we will not be responsible or liable to you for any loss which you or any other party may suffer as a result of our refusal to proceed with your matter where we would be in breach (or we reasonably believe that we would breach) of our legal obligations or our professional rules.

14.6 Except as stated in clauses 14.3 and 14.12, the total aggregate liability of the Firm to you under or in connection with this agreement (including any addition or variation to it), whether for breach of contract, negligence, breach of statutory duty, or otherwise, shall not exceed £3,000,000.00 (three million pounds).

14.7 Where we are instructed jointly by more than one party, the limit on our liability applies, in total, to all of you collectively (including anyone claiming through you or on your behalf).

14.8 You agree that you will not bring any claims or proceedings in connection with this agreement against our Directors, Consultants or Employees personally, unless (and to the extent that) you are otherwise permitted to do so by law or our professional rules. Our Directors, Consultants and Employees may enforce this clause even though they are not parties to this agreement (but despite having such rights, this agreement may be varied or ended without their consent).

14.9 Proceedings in respect of any claim against us must be commenced within six years after you first had (or ought reasonably to have had) both the knowledge for bringing an action for damages and the

QualitySolicitors Acklam Bond

Terms of Business

knowledge that you had the right to bring such an action and in any event no later than six years after any alleged breach of contract, negligence or other cause of action. This provision expressly overrides any statutory provision which would otherwise apply; it will not increase the time within which proceedings may be commenced and may reduce it.

14.10 If we and any other party or parties are liable to you together in respect of the same claim, then we shall only be liable to pay you the portion which is found to be fair and reasonable having regard to the level of our default. Therefore, we shall not be liable to pay you the portion which is due to the fault of such party, even if you do not recover all or any money from such other party for any reason.

14.11 If we are liable to you and any other party or parties would have been found liable to you together with us in respect of the same claim if either:

- (a) You had also brought proceedings or made a claim against them; or
- (b) We had brought proceedings or made a claim against them for a contribution towards our liability,

then any sum due from us to you shall be reduced by the proportion for which such other party or parties would have been found liable had those proceedings been brought or those claims been made.

14.12 Nothing in this agreement excludes or limits the liability of the Firm for:

- (a) Death or personal injury caused by negligence;
- (b) Fraud or fraudulent misrepresentation; or
- (c) Any liability if and to the extent that it is not permissible in law for such liability to be limited or excluded.

15. Client Money

15.1 Subject to certain conditions set out in Rule 22 to 25 of the SRA Accounts Rules a sum in lieu of interest must be accounted to clients when it is fair and reasonable to do so in all the circumstances.

15.2 Our policy seeks to provide for a fair and reasonable outcome for both our clients and this practice.

15.3 Our policy on interest shall be kept under review. The policy may change if the Bank of England base rate increases or decreases. At the date of the preparation of this policy, the interest rates payable on client accounts were extremely low – around 0.2% and the Bank of England base rate is 0.10%. This means that the sums of money involved are negligible.

15.4 The rate of interest available on client accounts is significantly lower than the rate of interest which can be obtained on other bank or building society accounts. This reflects the fact that immediate access is required to client accounts in order to comply with the accounts rules and to facilitate the smooth completion of transactions. It is therefore unlikely that the funds will attract as much interest as if you had invested those funds yourself.

15.5 All interest arising from cleared funds held on behalf of a trust will be credited to the trust whether those funds are held in a general client account or a separate designated client account (formerly known as a Designated Deposit Account).

15.6 For cleared funds paid into general client accounts, the practice shall account for interest unless one of the following circumstances applies:

- (a) The amount of interest calculated on the balance held is £20.00 or less; or
- (b) The client money was held in cleared funds in client account for a period of five working days or less.

15.7 All other clients shall be paid interest at the rate payable upon the practice's client account from time to time, unless there are specific circumstances which lead the client to contract out of the right to receive interest payments (for example where the client agrees the practice may keep interest payments to remunerate the practice for acting as stakeholder in the transaction or where the client's religious beliefs prohibit the receipt of interest).

15.8 In certain circumstances a separate designated client account will be opened on behalf of clients. All interest arising from funds held in separate designated client accounts will be credited to the client.

15.9 Where sums of money are held in relation to separate matters for the same client, the money relating to the different matters shall be treated separately unless it is fair and reasonable in the circumstances to consider the sums together.

15.10 Interest will not accrue on any advances from the practice under rule 14(2)(b) of the accounts rules to fund a payment on behalf of a client or trust in excess of funds held for that client or trust.

15.11 Where a client fails to present a cheque to his or her bank for payment we will not recalculate any amount due to the client unless it is fair and reasonable to do so, for example if the cheque has been sent to an incorrect address.

15.12 We will usually account to you for interest arising under our policy at the conclusion of your matter, but might, in some cases, consider it appropriate to account to you at intervals throughout.

15.13 Unless otherwise agreed by us in writing, if we receive any sums to hold on your behalf (whether received directly from you or from a third party) then we may deposit such money into an account or accounts with any bank or financial institution (a "deposit provider" which expression shall include bank, financial institution or clearing house through which transfers are made) of our choosing. We confirm that we comply with any applicable laws and any applicable rules of a regulatory authority in respect of the making of any such deposits.

15.14 We shall not be liable for any loss which you or any third party may suffer in connection with an Insolvency Event occurring in relation to any deposit provider with whom we have deposited funds or through whom transfers are made, save if and to the extent that any such loss was caused by or contributed to by any breach by us of clause 15.13.

15.15 In clause 15.14 an "Insolvency Event" means:

- (a) Any deposit provider is unable or admits inability to pay its debts as they fall due (or is deemed to be or declared to be unable to pay its debts under applicable law), suspends or threatens to suspend making payments on any of its debts or, by reason of actual or anticipated financial difficulties or commences negotiations with one or more of its creditors with a view to rescheduling any of its indebtedness;
- (b) The value of the assets of any deposit provider is less than its liabilities (taking into account contingent or prospective liabilities);
- (c) A moratorium is declared in respect of any indebtedness of any deposit provider;
- (d) Any corporate or government action, legal proceedings or other procedure or steps taken in relation to:
 - (i) The suspension of payments, a moratorium of any indebtedness, winding-up, dissolution, administration or reorganisation (by way of voluntary arrangement, scheme of arrangement or otherwise) of any deposit provider;
 - (ii) A composition, compromise, assignment or arrangement with any creditor of any deposit provider;

QualitySolicitors Acklam Bond

Terms of Business

- (iii) The appointment of a liquidator, receiver, administrator, administrative receiver, compulsory manager or other similar officer in respect of any deposit provider or any of its assets;
- (iv) Enforcement of any security interest (however so described) over any assets of any deposit provider; or
- (v) The prevention or restriction (whether by way of freezing order or otherwise) of a deposit provider's ability to dispose of, deal with or diminish the value of its assets or any of them;
- (e) Any event analogous to those set out in clause 15.15(d) occurs in any jurisdiction in respect of any deposit provider.

15.16 If an Insolvency Event occurs in relation to any deposit provider which holds money that we have deposited on your behalf, you agree that we may, where applicable, disclose to the Financial Services Compensation Scheme ("FSCS") all relevant details in our possession about you and the money that we hold on your behalf with such a deposit provider. However, if you do not wish us to make any such disclosure, please notify us by writing to our Data Protection Director, Roberto Carassale, at our Accrington office. Please note that by withholding consent to our disclosure of your details to the FSCS in such circumstances, you may forfeit any right you may have to receive compensation from the FSCS where an Insolvency Event occurs in relation to a deposit provider holding money which we have deposited on your behalf. Compensation for deposits is limited to £75,000 for any individual's total deposit with that service provider, including any personal finances. Further information regarding the FSCS can be found at www.fscs.org.uk, telephone number 020 741 4100.

16. Conflicts of Interest

16.1 We have systems and controls in place to help us identify and deal with potential conflicts of interests. If you become aware of any conflict as your matter progresses then you are under a duty to advise us of the same. There are certain circumstances in which we may act where there is a client conflict and shall notify you of the same at the outset of your matter if such a circumstance arises.

16.2 Sometimes we may hold confidential information for one client which is material to another client and could potentially cause a conflict. In such circumstances we may act for either client as we have systems and procedures in place which allow that confidential information to be protected and your acceptance of these terms by instructing us is taken as informed consent for you to allow us to act in such circumstances.

17. Confidentiality, Privacy & Data Protection

17.1 Our Information Commissioner's Office data protection registration number is ZA182799.

Confidentiality and SRA Code of Conduct

17.2 Under the SRA Code of Conduct we are under a duty to keep your affairs confidential unless disclosure of that information is required or permitted by law or you consent to the same. In order to carry out the legal services that we provide for you, during the course of the Firm's work it may be necessary to discuss and pass details of your case with third parties such as cost specialists, experts, barristers, accountants, the Courts/tribunals, After the Event Insurers, Before the Event Insurers, compliance consultants, etc. By accepting the terms set out in this document you acknowledge that this is the firm's process and are doing so in order to complete your matter efficiently and fulfil the contract between you, the client, and the firm. Please contact us for a full list of the third parties to whom we may pass your details onto.

17.3 We may consult credit reference agencies in order to assess your creditworthiness or carry out an electronic Identification check in order

to comply with our Anti Money Laundering Rules which is our legal obligation. Details of the credit agency we use are available on request. We have procedures designed to ensure that personal data is used only by appropriately authorised and trained personnel and to safeguard such information against accidental loss or unauthorised disclosure. We will keep that information strictly confidential unless otherwise required by law or court order.

17.4 Where we act for you and your lender we have a duty to fully reveal to your lender or HM Revenue and Customs all relevant facts about your purchase, your mortgage and what makes up the purchase price. This includes any difference between your mortgage application and information you or we receive during the transaction including any cash back payments or discount schemes or other incentives that the seller is providing or allowing or giving to you. By accepting these terms you provide authority for us to pass such information to your lender.

17.5 You must disclose all information which may affect your liability for stamp duty land tax or other stamp duty (duty) as we can then ensure you pay the correct duty. If you fail to disclose all information (and if in doubt please disclose it as it can be discounted if it is not relevant) you must accept full liability for any penalties or action or other proceedings that any authority may take against you for failing to disclose information which resulted in a duty or greater liability to pay such duty.

17.6 The Firm may become subject to periodic checks by Law Society approved Consultants and/or Assessors. This could mean that your file is selected for checking. All such checks are conducted by individuals who have provided the Firm with a Confidentiality Agreement. These audits are intended to ensure that we are performing our work within legal and regulatory boundaries. If you do not want us to make your file available for checking you must notify us immediately and we will mark your file accordingly. This will not affect the way your case is handled in any way. By acceptance of these terms you consent to your file of papers being available for inspection.

Data Protection & Privacy

17.7 We promise to respect the data we hold on you. Your acceptance of these terms authorises us to keep your details on our database so that we can provide you with legal services and for administration and accounting purposes and to provide you with relevant information of our services and of events that may interest you. All information that we hold concerning you as an individual will be held and processed by us strictly in accordance with the provisions of the current Data Protection Legislation. From 25th May 2018 this will be the General Data Protection Regulations (GDPR) and the Data Protection Bill.

17.8 Please see our Privacy Notice for details of how we collect and process your Data together with your rights under the General Data Protection Regulations (GDPR) and the Data Protection Bill. The Privacy Notice is available either by hard format or by electronic format on our website (www.qualitysolicitors.com/acklam-bond).

17.9 If you are an individual, you have a right under the current Data Protection Legislation to obtain information from us, including a description of the data that we hold on you. Should you have any queries concerning this right, please contact our Data Protection Director, Roberto Carassale, at our Accrington office. A Data Subject Access request is not chargeable and the information will be returned to you within one (1) month. If for any reason we are unable to complete the task within one (1) month we will write to you to inform you of the reason and an expected completion date. Alternatively we will inform you of why we were unable to complete your request. Please note that a Data Subject Access Request is not the same as requesting a copy of your file. If you would simply like a copy of your file the time taken to complete the task will be chargeable at the hourly

QualitySolicitors Acklam Bond

Terms of Business

rate of the person completing the task. If you require further clarification please contact the firm directly (this section should be read in conjunction with paragraph 12.

17.10 We may correspond with you by email unless you advise us in writing that you do not wish us to do so. You acknowledge that email may not be secure. Email will be treated as written correspondence and we are entitled to assume that the purported sender of an email is the actual sender and that any express or implied approval or authority referred to in an email has been validly given. We monitor emails for viruses to protect the security of your data. The content of emails passing between you, the client, any associated third parties and the Firm, will only be read by appropriate and authorised people at the Firm.

17.11 We will aim to communicate with you by such method as you request. More often than not this will be in writing but may be by telephone if it is appropriate. We may need to virus check disks, portable media or e-mails. We will communicate with others, when appropriate, by e-mail or fax and have appropriate measures in place to transfer this data as securely as we can.

17.12 Where you provide us with fax or computer network addresses for sending material to, we will assume, unless you tell us otherwise, that your arrangements are sufficiently secure and confidential to protect your interests.

17.13 The Internet is not secure and there are risks if you send sensitive information in this manner or you ask us to do so. Data we send by email is not routinely encrypted, so please tell us if you do not want us to use email as a form of communication with you or if you require data to be encrypted.

17.14 We will take reasonable steps to protect the integrity of our computer systems by screening for viruses on email sent or received. We expect you to do the same for your computer systems.

17.15 We use cloud storage for client files. Our cloud software provider is LEAP. LEAP's cloud infrastructure is provided and maintained by industry leading cloud-platform provider Amazon Web Services. Amazon Web Services demonstrates a commitment to information security at every level of the organisation and complies with internationally recognised standards, the EU Data Protection Directive and the current Data Protection Legislation. If you object to your files/other details being stored in this way, please let us know.

18. Referrals to Third Parties

18.1 If we recommend that you use a particular firm, agency or business, we shall do so in good faith and because we believe it to be in your best interests. If we recommend that you use a particular firm, agency or business that can only offer products from one source, we shall notify you in writing of this limitation. We will pay to you any commission that we receive from any particular firm, agency or business that we recommend you use.

18.2 If we recommend that you use a particular firm, agency or business, we shall not be liable to you for any advice you may be given by that firm, agency or business and you are advised that if that firm, agency or business is not another firm of solicitors you will not be afforded the regulatory protection of the Solicitors Regulation Authority (SRA) or of the SRA's Code of Conduct and SRA Indemnity Insurance Rules, nor shall you be entitled to the benefit of the SRA Compensation Fund.

19. Hours of Business

19.1 Our offices are open between 9.00am and 5.00pm, Monday to Friday, and 09am – 7pm on Thursdays only in our Accrington office, excepting

bank holidays. We do not provide an out of office or emergency service to clients. The person responsible for your matter may, at his or her absolute discretion, provide you with a mobile telephone number, and may endeavour to take your telephone calls outside of office hours, but nothing he or she says should be interpreted as an agreement to routinely deal with your matter or to take your telephone calls outside of office hours.

20. Anti- Money Laundering

20.1 Identity Checks

- (a) We shall inform you in our Client Care Letter whether the Anti-Money Laundering Legislation applies to you.
- (b) All solicitors are obliged to carry out customer due diligence ("CDD") in accordance with the UK anti-money laundering and counter-terrorist financing regime. This includes us obtaining and keeping documentary evidence of the identity of clients and gaining an understanding of their financial status and normal business affairs.
- (c) We will inform you of the evidence required to confirm identity and source of funds.
- (d) Usually we retain all transaction and ID verification documents after a case has finished in accordance with our file destruction policy which does not permit files to be destroyed for a minimum period of 6 years.
- (e) For the purpose of protecting the personal data of our clients, all such data obtained, for the purpose of complying with the Regulations, may only be used for the purpose of preventing money laundering or terrorist financing.
- (f) Any personal data received from our clients, as required by the Regulations, will only be processed for the purpose of preventing money laundering or terrorist financing.

20.2 Disclosure to the Authorities etc.

- (a) We are in certain circumstances obliged under The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017, Proceeds of Crime Act 2002 ('POCA') as amended and the Terrorism Act 2000 (as amended) to make a report to the National Crime Agency ('NCA') where we are suspicious that any matter or transaction in which we are instructed involves the proceeds of criminal conduct. We may be prohibited by law from informing you or anyone else when such a report has been made, and it is possible that we may not be allowed to proceed with the transaction or matter concerned until NCA gives us permission to do so. We may not be permitted to tell you anything about any of these circumstances should they occur.
- (b) If any term or provision of these terms of business or our Client Care Letter is inconsistent with complying with our legal obligations under Anti-Money Laundering Legislation, our legal obligations will override the inconsistent term which shall be deemed modified accordingly.
- (c) We will not accept any liability for any loss caused to you or any other party as a result of our refusal to proceed with a matter or transaction or otherwise complying with our legal obligations.

20.3 Cash Payments

- (a) We will not accept payments from you in cash of over £500.00 regardless of whether the payment is to settle our bill, to pay money on account, or in respect of transactions we may be acting upon (such as sales and purchases of businesses or property).

QualitySolicitors Acklam Bond

Terms of Business

- (b) For the avoidance of doubt the £500.00 cash limit applies to each matter in which we are acting for you and not just to each transaction relating to that matter.
- (c) We shall not be liable to you for any losses you may suffer as a result of any refusal by us to accept cash payments of over £500.00.

21. Equality & Diversity

- 21.1 We are committed to promoting equality and diversity in all of our dealings with clients, third parties and employees. Please contact us if you would like a copy of our Equality and Diversity Policy.
- 21.2 If you have any special requirements in relation to the way in which you would like us to handle your work, (for example, if you consider yourself to have a disability) please let us know.

22. Rights of Third Parties

- 22.1 Except as stated otherwise in clause 14.8, a person who is not a party to this agreement shall not be entitled to enforce any of its terms.

23. Applicable Law, etc.

- 23.1 These terms and our Client Care Letter shall be governed by, and interpreted in accordance with English law. Any disputes or claims concerning this agreement and any matters arising from it shall be dealt with only by the courts of England and Wales.
- 23.2 If we or you do not enforce our respective rights under this agreement at any time it will not prevent either us or you from doing so later.
- 23.3 If any provision of this agreement is found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of this agreement which shall remain in full force and effect.