



We are a firm of English, Scottish and Northern Ireland solicitors whose aim is to provide legal services of the highest quality. In doing so we will follow the principles in this statement.

We will seek to gain a full understanding of the matter on which you are consulting us together with your expectations as to what you wish to achieve. It is your responsibility to provide us with full and accurate relevant information and documentation to enable us to provide our service. Of course we will provide our service to you with reasonable care and skill. If matters such as a conflict of interest prevent us we will inform you that we are not able to act for you. Once it is clear what we are able to provide to you we will discuss with you how we propose to carry out your instructions. We will try to do this as soon as possible.

We are required to satisfy ourselves of the identity of those instructing us and in all other respects our practice has procedures in place to meet the requirements of the Money Laundering Regulations and other applicable laws. It is a condition of our retainer that you co-operate fully with these matters.

At the beginning of any matter we will seek to ascertain with you your desired time scale. We will do what we can to meet this, including working late and over weekends. It will of course be appreciated that in many types of legal work it is not always possible to meet such deadlines because of factors beyond our or your control. For example, other parties may have a different agenda.

We will discuss our fees with you as soon as possible and will provide you with our best estimate as to the amount you should budget for any particular task. We will let you know if this estimate needs to be revised. There are rules governing the way solicitors charge for their work. Some of the matters we will take account of are the complexity of the matter, the degree of specialisation required and the urgency and importance of the transaction. In most cases we will seek to agree the fees in advance with you. Of course we will try to be as cost effective as possible. Our fees are exclusive of VAT and disbursements. Our VAT number is GB752449028.

We generally request money on account of fees and disbursements at the start of a matter as well as if it develops over a period of time and before the matter is completed. There are strict rules governing these sums. They are paid into a solicitors' client account where you get the benefit of interest in accordance with the prevailing Law Society Rules. Money can only be transferred from client account to our office account in accordance with strict rules. We may transfer from client account to office account when a fee note is rendered to you. We will generally render regular fee notes to you which will be our interim accounts. You are kindly asked to assist us to provide a cost efficient service by paying our fee notes on time. We reserve the right to charge interest at the rate for judgement debts for the period from one month after delivery of our fee note until we are paid in full. It may also be necessary for us to cease working on any matter where we are not paid promptly. In those circumstances we may exercise a lien over any papers under our control as well as charge interest.

In order to keep costs low, we will limit our aggregate liability howsoever caused arising from or in any way connected with the service we provide, whether to you or to any third party and whether in contract, tort or otherwise, to the sum of three million pounds (£3,000,000) and by your continued instructions you do agree to this limit of liability. We are of course insured for this amount. Our insurance policy is with Zurich Insurance plc of 3 Minster Court, Mincing Lane London EC3R 7DD. Our liability whether to you or to others does not in any event extend to indirect or consequential loss examples of which would include loss of profits, goodwill or opportunity, unless this is solely caused by our wilful default. Where the recoverable loss may be the result of the fault of others as well as ourselves we are liable only for that part of the loss (if any) which is directly and solely caused by our fault. Any agreement you may have reached with others does not affect the limitations and conditions of our liability to you. We are not in any event liable for any loss which is caused by the acts or omissions of others.

We will keep you informed of the progress of the matter and the work we are undertaking on your behalf. You agree that we may contact you by email notwithstanding that this may not be entirely secure. You will receive copies of all relevant correspondence and documentation. You must keep us informed in a timely manner of any change in your contact details or circumstances or any facts in your case (including but not limited to any documentation). Failure to keep us informed entitles (but does not obligate) us to terminate the retainer with you. Some cases require prompt and full instructions from our clients and these may not be possible if we cannot contact you urgently. We are not responsible for any consequences of the failure to obtain instructions were we cannot contact you. We will report to you on completion of the matter and will store your file for 7 years without charge. Thereafter the file may be destroyed. There will be an administrative charge to retrieve the file from storage.

The advice we give is specific to a matter and should not be applied to other situations. You should review your standard agreements at least once every two years as the law and practice may change.

Even with the best will in the world it is possible that misunderstandings or problems will occur during our retainer. Please speak to us about these so that we can work together to address the concerns. Time spent in resolving such concerns are not chargeable. If you are still not satisfied you have the right to contact the Legal Complaints Service (<http://www.legalcomplaints.org.uk/>).

We are privileged to work with you to achieve your business objectives. We appreciate any suggestions you may have as to how we can improve our service. We hope that you will be pleased with our work and will have no hesitation in recommending us to others.

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Rowel Genn Solicitors is a trading name of Rowel Genn Limited
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