

37 High Street
Pershore
Worcestershire
WR10 1AH

Telephone: 01386 562000

Fax: 01386 562020

Email: info@tbsolicitors.co.uk

Your reference:

Our reference:

Date:

Dear

Probate

Thank you very much for instructing me to act for you in the administration of the above Estate.

Client Care Contract

Please read the accompanying Client Care Contract carefully, paying particular attention to the following sections: Problems and Complaints; Client Money; Liability and Insurance; Data Protection; and Cancellation Rights (where such rights apply).

People Responsible for your Work

I am a Solicitor. I will in the main be dealing with the matter for you on behalf of Thomson & Bancks LLP. If I am not available at any time please ask to speak to my secretary. She cannot give legal advice but should be able to assist with routine procedural enquires. If she cannot help you herself she will take a message or make an appointment or hand the file to one of my colleagues.

Whenever possible a colleague or I will try to respond to any communication: letter, fax, e-mail or telephone message, the day we receive it, but in any event within 72 hours, even if only to give an acknowledgement with an indication of when I would hope to provide a substantive reply.

The supervisor of this file is XX who is a Partner at 37 High Street, Pershore, Worcestershire, WR10 1AH Telephone: 01386 562000.

Legal Status

The expression LLP means Limited Liability Partnership. All our professional business with you will be through the LLP. For the protection and peace of mind of clients the LLP maintains professional indemnity insurance cover to a value of not less than £5 million (the upper limit of our liability to you as explained in the Client Care Contract). As a client of the LLP all charges for work done, by me or by any of my colleagues, will be invoiced by the LLP.

Charges

Sections 11 to 15 in the Client Care Contract and the Departmental Annex set out how we charge for our work.

We have two services available (either Limited or Full) dependent upon our level of involvement.

If you would like to proceed with our Full Administration service, you need to also choose whether our charges will be calculated by reference to a percentage of the value of the estate or on a time plus value element basis. Please refer to the Private Client Annex of our Client Care Contract which explains this in more detail.

If you choose the Full service calculated on a time basis, our initial time estimate may change as the matter proceeds and it becomes clearer how much time might be needed. I will let you know if I feel that I will have to spend substantially more time on the matter than I have estimated.

In the first instance and based on the information supplied so far, I anticipate that between X to XX hours of time will be required in dealing with the matter.

If you would like to proceed with our Limited service, to obtain the Grant of Probate/Letters of Administration only in this estate. I confirm that our costs for providing this service will be £1,250 plus VAT. Where a full Inheritance Tax Account (Form IHT400) is required, our fees will be £1,950 plus VAT.

Should it become apparent that we will need to spend substantially more time on the matter than I have estimated, or if it becomes apparent that an IHT400 is required then it may be necessary to alter our initial estimate. However, I will notify you prior to incurring further costs.

It will also be necessary to identify and verify each acting executor as well as any beneficiary who is to receive £1,000 and over from the estate. These searches will be conducted via InfoTrack at a cost of £12.00 plus VAT per person.

We will add VAT to our charges.

On occasion a matter will not be completed. There are many reasons why that can happen, for example you may decide not to proceed with a matter. In those cases, we will charge for work undertaken as explained at paragraph 18 of the Client Care Contract.

Anti-Money Laundering

Please note sections 22 and 23 of our Client Care Contract. Legislation requires that we undertake a client due diligence process for all clients both new and existing. This is to formally identify our clients and to ensure that money or assets that a client is using are not the proceeds of a criminal activity.

Please therefore complete the enclosed Client Due Diligence Questionnaire fully. Please let me have the identification documents and designated bank account statement as referred to on the enclosed list and complete the Evidence of Identity section of the Client Due Diligence Questionnaire accordingly.

I am sorry to trouble you with all this but we now have to comply with anti-money laundering legislation, requiring that we must positively identify all our clients, including established clients, no matter how long they have been established and to verify the source of funding. Please reply as soon as possible, as we cannot undertake any work for a client until these procedures have been completed. Thank you for your understanding and co-operation. Please therefore:

1. Complete the Personal Information Form fully.
2. Upload the identification documents.

These are necessary to comply with our anti-money laundering legislation, requiring that we must positively identify and verify all our clients, including established clients, no matter how long they have been established and to verify the source of funding

General Data Protection Regulations

We are required by the General Data Protection Regulations to give you information on how we collect hold and use personal and other data. I enclose a Data Protection Privacy Notice which includes our Data and File Retention Policies. We no longer consider ourselves obliged to keep a paper file for you and when we refer to your file it now means the electronic version of the records we keep. Please read these documents carefully and indicate your acceptance on the Acceptance of Terms of Engagement.

Cyber Fraud

There has recently been a substantial increase in the incidents of cyber fraud. One method used by criminals is to intercept emails passing between solicitors and their client giving bank details. The criminals substitute details of a fraudulent bank account before passing the email on to the recipient. The recipient then instructs their bank to send money to the fraudulent account thinking that was being paid to the intended beneficiary.

As a consequence, you should never send your bank details by email, and neither will we. Please contact our office to confirm bank details with us. We will not change our bank without writing to advise you. If you receive any communication (email or telephone call) apart from a letter from us telling you that our bank details have changed and asking you to send money to a different account, please let us know immediately.

If we have to send money to you by a bank transfer, we will always check your bank details with you before giving our bank instructions. This also applies to any designated bank account for which you have previously provided a bank statement.

Quality of Service and Complaints

We are committed to providing you with 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 in the first instance raise it with me. If I am not able to deal with your concerns, please contact my supervisor.

I would be happy to supply you with a copy of our written complaints policy and procedure on request or you can view them online by clicking on the following links.

[Click here to view our complaints procedure](#)
[Click here to view our publication of complaints procedure page](#)

Action to progress the matter

Please let me have as soon as possible:

- the signed Acceptance of Terms of Engagement
- the completed Client Due Diligence Questionnaire
- the Identification Documents and designated bank account statement
- details of the source of any money that you are providing
- the completed Personal Information Form
- the identification documents

All of which will automatically be sent to me upon completion by you through InfoTrack.

Thank you for choosing to instruct Thomson & Bancks Solicitors. Once you have taken the formal steps requested in this letter, I will be able to progress work for you.

Yours sincerely

Thomson & Bancks Solicitors

You matter to us

tbsolicitors.co.uk info@tbsolicitors.co.uk

Thomson & Bancks Solicitors
is a trading name of
Thomson & Bancks LLP

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We do not accept service of
legal documents or the
conclusion of contracts
electronically

Authorised and regulated by the
Solicitors Regulation Authority:
number 442238

Partners:
(We use the word "Partner" to
refer to a Member of the LLP, or
an employee with similar status)

Paul Johnson LLB
Angela Scott LLB
Sylvia Gillham LLB
Jonathan Davies LLB
Sarah Ingles LLB
Emma Cottell FcILEX
John Stagg LLB

Private Client Department:
Solicitors:
Angela Scott LLB (Department
Head)
Jonathan Davies LLB
Sarah Ingles LLB
Caroline Gibbs CTAPS
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Accreditations:
1. Chrys Wall 2. Jemma O'Connor

