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Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ QUOTE { DATE \@ "d MMMM yyyy" } }

{ MERGEFIELD LINKNAME_SURNAME_1 }
{ MERGEFIELD CALCULATION_ADDRESS }

Dear { MERGEFIELD FW_CP_PROPINFO_FW_CLI_SALUT }

Re: { MERGEFIELD "fssm RC Property" }

Following your recent instructions, we are writing to confirm our general terms of engagement and charging which constitute the basis upon which we will carry out work on your behalf.

Most of the work in connection with this matter will be carried out by { MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION } and you can also contact their assistant who will be familiar with the file and will be able to help you or take a message.

{ IF { MERGEFIELD CALCULATION_EXECUTIVE_NAME } = "" "The Senior Partner of this firm has ultimate responsibility for this matter." "The Partner of this firm with ultimate responsibility for this matter is { MERGEFIELD CALCULATION_EXECUTIVE_NAME }." }

We aim to offer all of our clients an efficient and effective service and are confident that we will do so in this case. However, should there be any aspect of our service with which you are unhappy, you should notify the person concerned in writing immediately and we will endeavour to resolve matters.

A broader outline of our work in a Conveyancing transaction is:

- Checking the seller's title;
- Raising appropriate enquiries before Contract and reviewing the seller's replies;
- Making searches with the Local Authority and other information providers in accordance with your instructions and the instructions of any lender;
- Reviewing and if necessary amending the Contract and any associated documents;
- Advising you about the results of searches, replies to our enquiries and the terms of the Contract and any associated documents;
- Complying with the instructions of your mortgage lender if you are having a mortgage;
- Exchanging Contracts;
- Making appropriate pre-completion searches and generally completing the matter;
- Making the appropriate return to H.M. Revenue & Customs for the purposes of Stamp Duty Land Tax (SDLT) and on receipt of the signed Stamp Duty Land Tax Land Transaction Return Form submitting the same to H.M. Revenue and Customs;

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- On receipt of any SDLT monies due from you, arranging for the same to be paid to H.M. Revenue and Customs on your behalf;
- Registering your ownership and any mortgage at the Land Registry

I will report to you on receipt of the Contract papers, the search results and the mortgage offer. I will provide you with copies of the enquiries I raise and will ask you to come in to see me to go through all of the papers once all of the documents are to hand.

I will discuss with you the proposed completion date and will telephone and/or email you to confirm once Contracts have been exchanged and a completion date is set.

I aim to reply to letters and other communications from you and others promptly but it will not always be practical to do so on the same day.

Should the above transaction fail to proceed to completion, then this firm's charges for that transaction will be such sum as is reasonable, having regard to the amount of work done by that stage in the transaction together with VAT and any disbursements paid.

Our account will be rendered at completion (or at the point that the transaction fails to proceed). Please note that there may be further disbursements of which we are unaware at this time.

Government Money Laundering Regulations

[Option 1: clients where CDD has been effected within the last 3 years

We are required to conduct due diligence by these regulations at the start of each new matter and to monitor the matter as it proceeds. We have already conducted due diligence in relation to our previous work for you but may require additional information or material at any time in order to comply with our duties of ongoing monitoring.]

[Option 2: clients where CDD has not been effected within the last 3 years

We are required to conduct due diligence by these regulations at the start of each new matter and to monitor the matter as it proceeds. Save in exceptional circumstances, the regulations prevent us from starting any work until due diligence has been carried out, so your co-operation will not only be appreciated but will assist us to move your work forward quickly.

Please refer to paragraph below and remember that we may require additional information or material at any time in order to comply with our duties of ongoing monitoring.

A. You are instructing us **on your own account**, and we will require:

- your passport or a photocard driving licence; and
- a utility bill or council tax bill less than 3 months old, showing your current address.

Could you please make an appointment to see me or one of my assistants at our offices for this purpose? We are required to take photocopies of relevant material, to certify those copies against the originals and to hold them on file. If it is not convenient for you to call in, I can deal with evidence of identity either:

- by post (in which case we will require the same material to be copied and certified by a solicitor local to you before you send it to us); or

- electronically at a cost of £10 including VAT, which we will add to your bill. Please note the electronic check includes information from the electoral roll and the agencies will record the details of the search whether or not your matter proceeds.

B. You are instructing us **on behalf of a partnership** and we are required to ascertain who the partners are, the full name of the partnership, its registered or principal trading address and the nature of its business. Unless the partnership is well-known or comprises individuals whose business is regulated by a professional body (lawyers, doctors etc), we will require evidence of the partnership's trading address and the same evidence of identity for you and at least one other partner as if each of you were instructing us on your own account.

C. You are instructing us **on behalf of a limited company, a limited partnership or a limited liability partnership** and we are required to ascertain the structure, ownership, purposes and activities of the body. In particular, we are required to obtain the name and other readily available identifying details of each individual who either owns or controls more than 25 per cent of the shares or voting rights in the body, or otherwise exercises control over the management of the body (we call these persons "beneficial owners"). We will ask you to provide evidence in relation to these matters to the extent that we are unable to obtain it from public records, will ask you to provide evidence of identity as if you were instructing us on your own account and may ask any non-corporate beneficial owners to provide equivalent evidence of identity.

Finally I enclose herewith Standard Terms of Engagement in duplicate together with a formal quotation in respect of my fees and questionnaire for you to complete and return.

Please return one copy of the Terms of Engagement duly signed together with your cheque in our favour in the sum of { ASK amount "please insert amount required on account" \d "£" }{ ref amount * MERGEFORMAT } on account and the completed questionnaire.

As confirmation that you would like us to proceed on this basis, we would be grateful if you would sign the extra copy of this letter and return it to us.

Yours sincerely

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }