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

Your Ref:{ MERGEFIELD FW_PROEXEC2_CTD_FWEXEC2_CONTREF }

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

{ IF { MERGEFIELD "FW_PROEXEC2_FWEXEC_2_CO" } = "" "{ MERGEFIELD FW_PROEXEC2_FWEXEC_2_TITLE } { MERGEFIELD FW_PROEXEC2_FWEXEC_2_FORE } { MERGEFIELD FW_PROEXEC2_FWEXEC_2_SURN }" "{ MERGEFIELD "FW_PROEXEC2_FWEXEC_2_CO" } { MERGEFIELD FW_PROEXEC2_FWEXEC_2_TITLE } { MERGEFIELD FW_PROEXEC2_FWEXEC_2_FORE } { MERGEFIELD FW_PROEXEC2_FWEXEC_2_SURN }"}
{ MERGEFIELD "FW_PROEXEC2_FWEXEC_2_ADDR" }

Dear { MERGEFIELD "FW_PROEXEC2_FWEXEC_2_TITLE" } { MERGEFIELD "FW_PROEXEC2_FWEXEC_2_SURN" }

Estate of { MERGEFIELD FW_PRODCDDETS_1_DECEASED_FULLNM }

Thank you for instructing this firm to obtain a Grant of Representation and deal with the administration of the estate of the above named deceased. We will do everything we can to ensure that it proceeds as smoothly and as quickly as possible. It may be helpful to you to have the following information about our terms of business.

Responsibility for the work

Your matter will be conducted by { MERGEFIELD "CALCULATION_FEE_EARNER_DESCRIPTION" } who is a { MERGEFIELD "CALCULATION_STATUS_DESCRIPTION" } of the firm. Please do not hesitate to contact *him/her* if you wish to discuss any aspect of the matter or if a problem or query arises. The partner with ultimate responsibility for your matter is { MERGEFIELD "CALCULATION_EXECUTIVE_NAME" }.

Problems

Our experience is that problems or complaints arise as a result of the lack of proper communication or understanding of the action we are taking on your behalf and we hope that this information will help you to identify your course of action if there is problem.

Whilst we aim to offer all our clients an efficient and effective service, and we are confident that we will do so in this case, you can always address any problem which may arise to

Fees

Costs on this matter

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Payment of costs

It is our normal practice to ask clients to make payments on account of costs and payments to be made on your behalf. It is helpful if you meet these requests promptly, but if there is any difficulty please let us know.

In matters which may last some time, we may deliver interim bills to you at regular intervals for the work carried out during the conduct of the matter, Not only does this assist our cash flow but it also enable you to budget for costs (if appropriate) and you will not be facing a large bill at the conclusion of the matter. We are sure that you will understand that in the event of a payment not being made, we reserve the right to decline to act further and that the full amount of work done up to that date will be charged to you.

With respect to probate matters, it is our practice to issue an interim bill upon receipt of the Grant of Probate and we would normally settle the invoice from funds in the estate when received, unless there was likely to be a considerable delay in receiving funds.

Accounts are due and payable on presentation of our bill. Interest will be charged on accounts that are not paid within that time at a rate equivalent to the statutory court interest rate, currently
     %. Interest will accrue until the account is paid in full.

File Storage

The file of probate papers will be stored by this firm for 12 years following finalisation of the administration of the estate. After that time, it will be disposed of securely.

Regulatory information

Sometimes Wills and Probate work involves investments. We are not authorised by the Financial Services Authority and so may refer you to someone who is authorised to provide any necessary advice. However, we can provide certain limited services in relation to investments, provided they are closely linked with the legal services we are providing to you, as we are regulated by the Solicitors Regulatory Authority.

If you have any problem with the service we have provided for you then please let us know. We will try to resolve any problem quickly and operate an internal complaints handling system to help us to resolve the problem between ourselves. If for any reason we are unable to resolve the problem between us, then the Solicitors Regulation Authority and the Legal Complaints Service provide complaints and redress mechanisms.

The Law Society is a designated professional body for the purposes of the Financial Services and Markets Act 2000 but responsibility for regulation and complaints handling has been separated from the Law Society's representative functions. The Solicitors Regulation Authority is the independent regulatory body of the Law Society and the Legal Complaints Service is the independent complaints handling body of the Law Society.

This firm is not authorised by the Financial Services Authority. However we are included on the register maintained by the Financial Services Authority so 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 of redress if

something goes wrong, is regulated by the Solicitors Regulatory Authority. The register can be accessed via the Financial Services Authority website at **{** HYPERLINK "http://www.fsx.gov.uk/register" **}**.

Agreement

We should be grateful if you could sign the extra copy of this letter and return it to us as confirmation of your instructions. This will mean that the hourly charge rate, as set out above, will be fixed subject to variation as detailed above. Given this agreement, your rights to challenge this rate in future will be restricted.

Thank you for taking the time to read this letter.

Yours sincerely

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }