

Our Ref.

Your Ref.

Date

Dear Sir/Madam

This is a client care letter setting out the basis of the relationship between yourself and Cheyney Goulding. As such it is a formal document and if you have any queries on the same, please do not hesitate to let us know as soon as possible.

Mr Goulding/Mr Young will have responsibility for the day-to-day conduct of your matter. If it is appropriate for someone else in the Firm to deal with your work he will, of course, let you know. He will keep you informed of the progress of matters and if you have any queries, please let him know. If he is unable to receive your telephone call for any reason, he will get back to you as soon as it is possible. However, should you have any unresolved queries or issues regarding your matter, then you can speak to the Firm's Client Care partner who is Mr Goulding/Mr. Young.

Fees

Our charges are based on the time we spend dealing with a case. Time spent on your affairs will include meetings with you, and perhaps others; time spent travelling; considering, preparing and working on papers; correspondence; and making and receiving telephone calls.

In addition to the time spent, we may take into account a number of factors which include the complexity of the issues, the speed at which action must be taken, the expertise or specialist knowledge that the case requires and, if applicable, the value of the property or subject matter involved. On the basis of the information currently available, we expect these factors to be adequately covered by the hourly rates below. The rates may be higher if, for example, the matter becomes more complex than expected; we will notify you of this.

Should you ask us to act on your behalf on any new matter in the future, you will be charged at the hourly rate which applies at that time and the information set out in this client care letter will apply.

The costs are based on an hourly rate. VAT is charged in addition to these fees. We will review our hourly rates from time to time and notify you in writing of any increased rate.

Disbursements & Expenses

You will be charged for any disbursements and expenses incurred in the conduct of your case by this Firm. Disbursements are payments we make on your behalf on items such as Land Registry Fees, Search Fees and Stamp Duty Land Tax. Expenses include items of expenditure such as postage, telephone charges, travelling etc for the purposes of your sale or purchase. VAT will be payable on most disbursements and expenses.

Billing

We will invoice you after contracts have been exchanged and before completion of the transaction unless there is insufficient time to do so (for example, where there is a simultaneous exchange of contracts and completion). At this time we will also provide you with a statement of account which will show all of the costs of the transaction. If for any reason the transaction is aborted before exchange of contracts we will invoice you for fees and costs incurred up until this point. If required we will provide an estimate of our likely charges and expenses as the matter progresses.

Stamp Duty Land Tax and Land Registration Fee

We attach our Stamp Duty Update showing how the law has changed in relation to Stamp Duty and enclose a Land Transaction Return together with an explanatory booklet from the Inland Revenue. Please complete and return this Return as soon as possible; together with a cheque made payable to the "Inland Revenue Only" for the correct amount of Stamp Duty Land Tax. We cannot exchange contracts unless we have the completed Return returned to us.

There will also be a Land Registration fee of £[] added to your Completion Statement to cover the fees charged by the Land Registry.

Commission

It is possible, on occasions, we may earn commission as a result of introducing you as a Client to a third party. When such commission is earned, it is our policy to always disclose this fact to you, but on the understanding that we may (at our discretion) credit the commission against any fees, VAT or disbursements due from you to us.

Indemnity Insurance

Cheyney Goulding has professional indemnity cover in place in respect of the work done on your matter in the sum of £7,000,000. It is believed that that the cover is reasonable in respect of work undertaken on this matter and accordingly we do not accept any liability should you make a claim against this firm for work undertaken on your behalf on this file in excess of our insurance cover.

Confidentiality

Any information that you provide to us is treated as confidential. We do not disclose your information to anyone without your express consent, unless of course we have a legitimate reason to do so. Our duty of confidentiality continues after we have ceased to act for you.

Storage of papers and documents

If we cease acting for you for any reason before the conclusion of your case, we will hand over your case files to you as soon as possible upon request. However, this is subject to our right to keep the files until you have cleared all your outstanding dues.

At the conclusion of your case we will keep all files and documents relating to the same for the time as required by Statute at no cost to yourself. Thereafter they may be destroyed unless you have asked us to keep them in our possession.

If we retrieve papers or documents from storage in relation to continuing or new instructions to act in connection with your affairs, we will not normally charge for such retrieval. However, we may make a charge based on time spent producing stored papers or documents to you or another at your request. We may also charge for reading, correspondence or other work necessary to comply with the instructions given by you or on your behalf.

Complaints Procedure

Our policy is to offer all our Clients an efficient and effective service but we recognise that it is sometimes possible that a complaint may be made about the handling of a case. Internally we regard any expression of serious Client dissatisfaction as a complaint. If you have any queries or concerns about the service that we are providing, it is important that you immediately inform Mr Young/Mr Goulding (the partner not handling your case) who will act as your Client Care Partner. He will investigate the matter and implement our internal complaints procedure. A copy of this will be available to you on request, and he will notify you of his findings. If you are dissatisfied with these findings, then you will be given further information on how the matter can be referred to Legal Complaint Service.

Termination

You may terminate your instructions to us in writing at any time but we will be entitled to keep all your papers and documents while there is money owing to us for our charges and expenses.

We may decide to stop acting for you only with good reason, for example, if you do not pay an interim bill or comply with our request for a payment on account. We must give you reasonable notice that we will stop acting for you.

If you or we decide that we will no longer act for you, you will pay our charges on an hourly basis and expenses as set out above.

We hope that by sending this letter we have addressed your immediate queries about the day-to-day handling of your work. This is an important document, please keep it in a safe place for future reference.

Wills

It is always a good idea to make a Will. Making a Will can achieve significant savings in tax and the costs of winding up one's estate, and you can make sure that your estate is distributed as you wish and not as provided for by the law of succession. Should you wish to make a Will please contact us and we will be pleased to help.

Yours faithfully

Cheyney Goulding