

TERMS AND CONDITIONS OF BUSINESS: NOTARIAL SERVICES

1. Work will be carried out on your matter by the Notary. The Notary's charge rate is £250 per hour plus VAT (currently 20%). Time will be charged for pro rata so for example, if we spend 45 minutes on your matter the fee will be £187.50 plus VAT. The minimum charge is £150 plus VAT.
2. From time to time it may be appropriate and in your interests for certain tasks to be delegated to an assistant. Depending on the level of fee earner to whom work is delegated kindly note the following fees will apply:
 - a. Clerk - £100 per hour
 - b. Trainee solicitor or trainee Legal Executive - £160 per hour
 - c. Assistant Solicitor and experienced Legal Executive - £220 per hour
 - d. Associate Solicitor or Partner - £250 per hour

If the matter is not routine we may negotiate a different fee.

3. Payment Arrangements:

- (a) As a result of government regulation concerning money laundering we are not allowed to accept cash payments in any circumstances. Payment may be made by:
 - i. Credit or debit card
 - ii. By direct transfer into our account

Payment arrangements should be agreed with the Notary.

- (b) Individual clients – payments should be made either in advance of the appointment if preparatory work is required for the appointment or at the appointment, as agreed with the Notary.
- (c) Commercial clients – payment should be made either:
 - i. In advance of the appointment if preparatory work is required;
 - ii. At the appointment;
 - iii. The Notary will deliver a bill or bills. Bills may be delivered on an interim basis during the course of the work or at the conclusion of the matter. Where a bill is delivered payment should be made within 7 days of delivery of the bill.
- (d) Interest is charged on unpaid bills. Interest is calculated on bills which remain outstanding for more than 7 days and is calculated at 8% above bank base lending rate.

4. Recovery Costs

If bills remain unpaid after the due date and reminders are issued (whether by email, telephone or letter) kindly note we will charge £25 plus VAT for every reminder so sent.

5. Proceeds of Crime Act

Please note that we are required to disclose to the relevant authorities any matter of which we become aware during the course of our work with our clients which would suggest that money is being handled illegally. Such disclosure must be made without notifying clients.

6. Your Instructions

If you continue to instruct the Notary after receiving this terms of business you will be deemed to have accepted these terms and conditions.

7. Regulation and Complaints

(a) Our notarial practice is regulated through the Faculty Office of the Archbishop of Canterbury:

The Faculty Office
1 The Sanctuary
Westminster
London
SW1P 3JT

Telephone: 020 7222 5381
Email: faculty.office@1thesanctuary.com
Website: www.facultyoffice.org.uk

(b) There is one notary in this practice who is:

Ian Simpson

Tollgate House, 69-71 High Street, Harpenden, Herts, AL5 2SL.
Telephone: 01582 715 234
Email: info@nevesllp.co.uk

Usual Hours of Business:

9am to 5.15pm

8. Complaints

If you are dissatisfied about the service you have received please:

(a) Raise this with the Notary who conducted your matter.

(b) If the Notary is unable to resolve the matter or if you are reluctant to speak to the Notary who conducted the matter please raise the issue with the other Notary in the Practice. We will try to resolve matters to your satisfaction if possible.

(c) If we are unable to resolve the matter you may then complain to the Notaries Society, which operates a Complaints Procedure which is approved by the Faculty

Office. This procedure is free to use and is designed to provide a quick resolution to any dispute. The Notary in this Practice, Ian Simpson, is a Member of the Notaries Society.

In that case please write (but do not enclose any original documents) with full details of your complaint to:

The Secretary of The Notaries Society
Old Church Chambers
23 Sandhill Road
St James
Northampton NN5 5LH
Email: secretary@thenotariessociety.org.uk
Telephone: 01604 758908

If you have any difficulty in making a complaint in writing, please do not hesitate to call the Notaries Society/the Faculty Office for assistance.

Finally, even if you have your complaint considered under the Notaries Society Approved Complaints Procedure, you may at the end of that procedure, or after a period of eight weeks from the date you first notified me that you were dissatisfied, make your complaint to the Legal Ombudsman, if you are not happy with the result:

Legal Ombudsman
Baskerville House, Centenary Square,
Broad Street, Birmingham B1 2ND
Telephone: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

If you decide to make a complaint to the Legal Ombudsman you must refer your matter to the Legal Ombudsman within six months from the conclusion of the complaint process.

Issued by:

Ian Simpson Notary Public

December 2020