

## **Client Care Letter**

We take this opportunity to thank you for your instructions. We are required in accordance with Law Society Guidelines to provide information to you in relation to your case. This letter is referred to as a client care letter and whilst it does mean writing at some length we do hope the information will be useful.

We are instructed to pursue a claim for damages on your behalf arising out of the accident you were involved in.

We shall intimate the claim on your behalf and obtain evidence in support of the claim. We shall endeavour to negotiate settlement of your claim without the need to issue proceedings. If proceedings are necessary, we shall advise you fully as to the steps to be taken on your behalf. All services provided by this firm will be regulated by the Solicitors Regulation Authority (SRA).

We propose to fund the claim under a Conditional Fee Agreement (CFA), or 'no win-no fee' agreement. Prior to entering into the CFA, it is imperative that you check whether you have any before the event insurance in place to protect you in respect of adverse costs risks. You must check through all your insurance policies (Motor and home insurance); please also check whether any cover is provided under Credit Card or Trade Union membership. If you are certain you do not have any such cover, simply fill in the declaration, deleted as appropriate and return it to us. We will discuss alternative forms of funding with you in any event but it is important that you make the checks we suggest. If there do not appear to be any other forms of funding for your claim we can then look to enter into a Conditional Fee Agreement with you.

### **Who is dealing with your case**

Your file handler has already written to you and identified themselves. If your file handler is unavailable, then another member of the personal injury team can assist you. If you leave a message, we will endeavour to return your call on the same day, but you must accept that it is not always possible. The Principal with overall supervision of your case is Mrs Lynne MacIntosh-Jones.

The personal injury teams can be identified in the table below.

<b>File Handler</b>	<b>Team</b>
Lynne MacIntosh-Jones	Ben Docherty, Liz Wooley, Stacey Hughes
Lucy Weston	Hannah Price, Liz Wooley

### **Our Charges and funding options**

It is important that you understand your responsibilities for the other side's costs and ours.

A person pursuing a claim is responsible for his/her own legal costs and must recover them from the other party at the conclusion of the case if he/she wins. As from 1<sup>st</sup> April 2013 Qualified One-Way Costs Shifting will apply whereby if your claim is unsuccessful you will not have to pay the Defendant's costs except in certain circumstances, which are explained in detail later in this letter. A detailed explanation

in respect of protection against adverse costs has been provided to you verbally and a written explanation is provided later in this letter.

### **Conditional Fee Agreement (CFA)**

We refer you to the Matrix Client Area of our website (details of which are provided in our covering letter). In particular, we refer you to the document entitled "Conditional Fee Agreement".

Before you sign the conditional fee agreement it is a requirement of the law society regulations that we provide you with information as to how all necessary work will be carried out. In this regard, we should be obliged if you would kindly telephone our offices at your earliest convenience so that we can provide you with a verbal explanation.

We confirm the main points on entering a conditional fee, or 'no win-no fee', agreements are as follows: -

Charges are based on the time spent dealing with your case. Routine letters and telephone calls will be charged as units of one tenth of an hour. Other letters and telephone calls will be charged on a time basis. These costs are calculated in the same way as if your case was funded privately but with a success fee payable in addition.

The success fee is to compensate Matrix Solicitors for the fact that, if you lose your claim, we will not be paid any costs at all. As you will note, we have set the success fee at 100% of our basic charges. Please note that there is a cap on the amount of the success fee we can charge from you: the maximum limit is 25% of your damages, excluding future losses. Please note this is the **maximum** amount and it may well be that the amount to be deducted from damages will be less than this. As per the Conditional Fee Agreement, there may be a shortfall in basic charges, fees and/or disbursements from the costs recovered from the third party which also remain payable by you. However, we guarantee that the total of any deductions (except for the cost of any After the Event Insurance premium) will not exceed 25% (including VAT) of the damages you receive for your injury and any past losses.

We are obliged to tell you what our firm's costs will be in dealing with your claim. We cannot give an exact figure at this stage as there are a number of factors which can influence the costs of this type of case, for example: -

The nature of your claim; the severity of your injuries/the rate of your recovery; the conduct of the other party and/or their insurers.

It is hard to give an exact figure at this time in regard to costs but for cases of a minor to moderate nature our costs can range from £500 to £5000. Where the injuries sustained are of a moderate to serious nature our costs can range from £800 to £10,000, dependent upon the amount of damages awarded. Finally, in the most serious of cases such as catastrophic injuries costs could exceed £30,000.

We will update you by letter as to the current costs incurred on your case every 6 months.

## **Base Costs**

Base costs (or basic charges) are calculated by reference to the time spent working on your claim according to the relevant hourly rate for the person conducting the work.

The hourly rates are:

Solicitor with over eight years' experience - not exceeding £400.00+ VAT per hour

Solicitor with over four years' experience - not exceeding £400.00+ VAT per hour

Other Solicitors/Legal Executives/ Fee Earners of Equivalent Experience  
- not exceeding £400.00+ VAT per hour

Trainee Solicitors/Paralegals – not exceeding £400.00+ VAT per hour

The current charging rate in respect of your claim is £400.00 per hour plus VAT.

It is estimated that should this claim be settled without the need for proceedings and subject to no adverse delays that your claim will take between 4 - 6 months to complete and take an average of 16 hours work.

In road traffic accident cases dealt with under the rapid claims settlement procedure, costs will be recovered from the third party as follows: -

Claims valued between £1k and £10k

Stage 1 - £200.00

Stage 2 - £300.00

Stage 3 Part A - £250.00 legal representatives' costs

Stage 3 Part B - £250.00 advocate's costs Stage 3

Part C - £150.00 advice from Counsel

Claims valued between £10k and £25k

Stage 1 - £200

Stage 2 - £600

Stage 3 – as detailed above.

If your claim falls out of the rapid claims settlement procedure.

Costs will be Recoverable from the third party as follows:-

Pre-issue £1000 - £5000 – greater of £550 or

£100 plus 20% of damages.

Pre-issue £5001 to £10,000

£1100 plus 15% of damages over £5k

Pre-issue £10,001 to £25,000

£1930 plus 10% of damages over £10k

Issued (post issue –pre allocation)

£116- plus 20% of damages

Issued (post allocation pre-listing)

£1880 plus 20% of damages

Issued post listing-pre- trial

£2655 plus 20% of damages.

### **SUCCESS FEE**

The success fee is charged at 100% of our basic charges capped at a maximum limit of 25% of your damages (excluding future losses).

### **Section 74 Solicitors Act 1974 agreement**

This agreement expressly permits the solicitors to charge an amount of costs greater than that which you will recover or could have recovered from the other party to the proceedings and expressly permits payments of such sum.

This part of this agreement is made under section 74(3) of the Solicitors Act 1974 and Civil Procedure Rules 46.9 (2) and (3).

In so far as any costs or disbursements are of an unusual nature or amount these costs might not be recovered from the other party.

We guarantee that the total amount of any deductions in respect of basic charges, disbursements and success fee (except for the cost of any After the Event Insurance Premium which is payable in addition) will not exceed more than 25% (including VAT) of the damages you receive in respect of your injury and your past losses.

### **Disbursements**

We have to explain what happens with expenses incurred on your behalf to investigate and pursue your claim. These are known as "disbursements". These include the charges made by your GP or hospital for providing copy medical records, the fees charged by the doctor(s) to provide the medical report(s) and Court fees.

We will pay the disbursements for you and recover them from the Defendant at the end of the case if the claim is successful. We will not be able to recover the disbursements if the claim is lost.

There are many disbursements that a personal injury claim may incur the most common of these is quoted below along with a breakdown of the average cost.

1. Medical reports – these can range from anywhere between £195 up to £1000, in most cases however a figure of £300 - £500 is not unreasonable.
  1. Police Report – This costs in the region of £78.

There may of course be further disbursements that may be needed, and you will be advised if these are needed and an explanation as to why along with the cost details.

If the claim does not succeed, you would still potentially be responsible for:

- (a) the cost of reports or other outlays incurred by my firm on your behalf (whether or not court proceedings were issued against the Opponent);
  - (b) (if court proceedings had to be issued) the costs of the Opponent, in the event that one of the exceptional circumstances to qualified one-way costs shifting applies.
- It is important though that we advise you of two points: -

If you win costs become payable by you at the conclusion of your claim and are recovered from your opponent. the opponent will, have to pay most, although probably not all, of these costs. when Matrix Solicitors request payment of charges and expenses from the opponent both you and your opponent have a right to ask the court to assess whether the level of those charges and expenses, together with any success fee have been reasonably and proportionately incurred.

Matrix Solicitors have set the success fee at 100% of our basic charges capped at a maximum of 25% of your damages. Please note this is the maximum amount we can deduct from your damages and the amount deducted may be less than 25% depending on the amount of costs/ damages recovered.

If you lose, you do not pay any costs to Matrix Solicitors. you pay nothing towards the disbursements. However, I need to explain the circumstances in which you may have to pay costs.

**You might have to pay costs: -**

- If you did not co-operate with matrix solicitors in the pursuit of your case; or
- If you misled matrix solicitors in some way; or
- If you mislead Matrix Solicitors and do not provide details of any existing insurance cover and take out additional insurance cover in circumstances where the defendant refuses to pay the premium. That additional unrecoverable premium will be deducted from your damages.
- If you did not attend an examination with a medical or other expert and matrix solicitors are charged a cancellation fee as a result. That cancellation fee will be deducted from your damages.
- If you did not attend a meeting with the barrister or other advisor and matrix solicitors are charged a cancellation fee as a result. That cancellation fee will be deducted from your damages.
- If you did not attend a court hearing and Matrix Solicitors are charged a cancellation fee by an expert or barrister, or costs are ordered to be paid to the defendant as a consequence.

any cancellation fees and any costs ordered to be paid to the defendant will be deducted from your damages (if those costs are not covered by insurance).

- If you refuse to follow Matrix Solicitors' advice at any stage during the investigation or conduct of your claim, Matrix Solicitors may have to charge you. If this situation arises then you will be sent a detailed bill.

Please note that you do have the right to challenge or complain about the bill of costs. You have the right to apply for assessment of the bill under Part III of the Solicitors' Act 1974.

Please note also that you may be liable to pay interest on an unpaid bill.

If the court disallows any of Matrix Solicitors' costs, then you will not have to pay that part and you will only be responsible for paying the amount that the court says you should.

### **Other Side's Costs**

As from 1 April 2013 Qualified One-Way Costs Shifting (QWCS) will apply whereby if your claim is unsuccessful you will not have to pay the Defendant's costs except in certain circumstances, for example: - Where you have been fundamentally dishonest.

The Court considers there were no reasonable grounds for bringing the Proceedings.

You fail to recover more than the Defendant has previously offered in Settlement terms by way of a part 36 offer.

Although we believe that your claim is likely to succeed, in the event that you lost your claim or even if you won it, you might also have to pay some or all of our opponent's costs, disbursements and vat. In this regard, we strongly recommend that you insure against the risk of either losing your claim or having deductions made from the damages you recover. We refer you to the document entitled "After the Event Insurance Cover" contained in the client area of our website on the "Regulatory and Information Page". This document explains matters in detail.

Please note that the cost of the premium must be borne by you and will be deducted from your damages upon conclusion of the claim. This deduction is in addition to the otherwise maximum of 25% of the damages you receive for your injury and your past losses. It is essential that policies are purchased at an early stage as premiums for cases which are insured at a late stage will be considerably higher. We recommend that you should buy ATE insurance to protect yourself. We recommend that you obtain a policy from Leeward Insurance Company Ltd ("Leeward") which we will purchase on your behalf to provide that protection.

### **Motor Policies eg. Road Traffic Accidents**

To purchase the policy now the premium is £100 plus IPT at the rate when the premium is paid (currently 6%). If the policy is purchased at a later stage i.e. more than 3 days after we have formally notified your claim to the third-party insurers but less than 90 days after notification, the cost of the premium will be £200 plus IPT at the rate when the premium is paid (currently 6%). This price does not vary during the lifetime of your claim.

Where a policy is purchased after 90 days from notification of the claim, it falls into the bespoke category and premiums will vary from case to case.

### **Non-Motor Policies e.g. Accident at Work, Slip/Trip etc**

To purchase the policy now the premium is £345.00 plus IPT at the rate when the premium is paid (currently 6%). If the policy is purchased at a later stage i.e. more than 3 days after we have formally notified your claim to the third party/ third party insurers but less than 90 days after notification, the cost of the premium will be £545.00 plus IPT at the rate when the premium is paid (currently 6%). This price does not vary during the lifetime of your claim.

Where a policy is purchased after 90 days from notification of the claim, it falls into the bespoke category and premiums will vary from case to case.

### **Service Levels**

We will update you by telephone or in writing with progress on your matter following Agreed events.

We will communicate with you in plain language.

We will endeavour to return telephone calls within a period of 48 hours.

We will explain to you by telephone or in writing the legal work required as your matter progresses.

We will update you on the cost of your matter at 6 monthly stages.

We will update you on whether the likely outcomes still justify the likely costs and risks associated with your matter whenever there is a material change in circumstances.

We will update you on the likely timescales for each stage of this matter and any important changes in those estimates.

We will continue to review whether there are alternative methods by which your matter can be funded.

We will review your matter regularly.

We will advise you of any changes in the law.

We will advise you of any circumstances and risks of which we are aware or consider to be reasonably foreseeable that could affect the outcome of your matter.

### **Your Responsibilities**

You will provide us with clear, timely and accurate instructions.

You will provide all documentation required to complete the transaction in a timely manner.

You will safeguard any documents that are likely to be required for Discovery.

### **Privacy Notice**

Matrix Solicitors is a trading name of Holdings Matrix LTD registered in England & Wales no. 9981016 VAT no. 252043639 Authorised and regulated by SRA no. 630481. Matrix Solicitors are the "Data Controller" with respect to your information. This privacy policy explains how we use any personal information we collect about you when you instruct us to represent you with your claim.

### **What information do we collect about you?**

We collect information about you when you enter into a contract with us to represent you. This consists of your name, phone number, email address, and any further information that you wish to share with us.

### **How will we use the information about you?**

We collect information about you to process your claim under the contract that you have entered into with us. Failure to provide your data may result in us being unable to fulfil our contractual obligations with respect to your claim. Matrix Solicitors will not share your information for marketing purposes with companies outside Holdings Matrix LTD. In processing your request, we may send your details to, and also use information from third-party experts, the courts, or others, e.g. a barrister. We will notify you of the details of the third-party within a time from of one month from the time of data sharing.

We process your information based on the legal basis of a contract. We do not use automated decision-making or profiling of your data. Your data is not transferred outside of the European Union.

### **How long we keep it**

We are required under UK tax law to keep your personal data for a minimum of 6 years after which time it will be destroyed. Your information we use for marketing purposes will be kept with us until you notify us that you no longer wish to receive this information.

### **Marketing**

We would like to send you information about products and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date. You have a right at any time to stop us from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please fill in the form at <https://www.matrixsolicitors.net/unsubscribe-marketing>

### **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the following address [dataprotection@matrixsolicitors.net](mailto:dataprotection@matrixsolicitors.net) or Matrix Solicitors, Station Approach, Pasture Road, Moreton, Merseyside, CH46 8SD.

This service is free of charge although if deemed to be excessive then an administration charge may be applied.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

### **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated on 9th March 2018.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

By email: [dataprotection@matrixsolicitors.net](mailto:dataprotection@matrixsolicitors.net)

or write to us at: Matrix Solicitors, Station Approach, Pasture Road, Moreton, Merseyside, CH46 8SD

### **Right to complain**

You have the right to lodge a complaint with our internal data protection lead, and also to the Information Commissioner's Office.

### **Advice on Investments**

If during this transaction you need advice on investments, we may have to refer you to someone who is authorised by the Financial Services Authority, as we are not. However, as we are regulated by the Solicitors Regulation Authority, we may be able to provide certain limited investment services where these are closely linked to the legal work we are doing for you.

Matrix Solicitors are not authorised by the Financial Services Authority. However, we are included on the register maintained by the Financial Services Authority so that 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 or redress if something goes wrong, is regulated by the Solicitors Regulation Authority. The register can be accessed via the Financial Services Authority website.

### **Complaints**

In the unlikely event that you have cause to complain about the handling of your claim you should initially contact Mr Hayes who will be happy to discuss this matter with you. If your complaint is unresolved thereafter you should write to Mr Nick Smith who will deal with the matter in a confidential manner and hopefully resolve any difficulties. A copy of our complaint handling procedure is available on request. We will try to resolve any problem quickly and operate an internal complaints handling system to help us 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 Ombudsman 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 Legal Ombudsman is the independent regulatory body of the Law Society.

As advised, we have a procedure in place which details how we handle complaints. We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to the Legal Ombudsman.

If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman at P.O. Box 6806, Wolverhampton WV1 9WJ to consider the complaint. The contact details for the Legal Ombudsman are as follows:

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Telephone: 0300 555 0333

Normally you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within a year of the act or omission about which you are complaining occurring (or you become aware of it).

### **Equality and Diversity**

We are committed to ensuring equality of opportunity and fairness in all areas of employment and to valuing the diversity of our colleagues, clients and people living within our local communities.

Our commitment lies at the heart of our promise to provide outstanding client service by maintaining the highest standards of professional excellence. We are committed to recruiting, training and promoting the best person for the job and encouraging all our colleagues to reach their full potential, regardless of age, gender, marital status, race or ethnicity, nationality, disability, religion or religious or other beliefs, sexual orientation, social or educational background or family or care responsibilities.

We are also determined to create a working environment which supports our Vision and Values, and which is free from any form of discrimination, harassment or bullying and within which all individuals are treated with respect, fairness and courtesy.

### **Risk Sharing with Lawyers**

You do, however, need to bear in mind that under a conditional fee agreement our firm is effectively sharing the risks of the case with you and, of course, this gives us a say in how the case should be run. The case will be reviewed at appropriate stages and, if we do not then believe you are likely to win, we may decide to end the agreement.

### **Provision of Service Regulations 2009**

We comply with the above regulation by displaying the required details of our Professional Indemnity Insurance in our office.

### **Documents and Storage**

It is important that you keep all documents which relate in any way to this matter.

For present purposes, the term 'documents' includes anything recorded, whether in permanent or semi-permanent form, such as letters, contracts, receipts, diaries, computer records, photographs, videos, and anything else of that kind.

Whilst we do not need to see all of those documents at this stage, such documents may have to be produced in court proceedings, and a duty is owed to the court to ensure the documents are preserved in case they should be required. Similarly, any documents you subsequently obtain which relate to the matter should also be kept. Also, if you have any other property connected with the matter in any way, you should preserve that property until the case is concluded.

After completing the work, the firm is entitled to keep all papers and documents while there is money owing for charges and expenses. The firm keeps papers (except for any papers you ask to be returned to you) for no more than 6 years and keeps the file on the understanding that the firm has authority to destroy it after 6 years from the date of the final bill, although documents you ask to deposit in safe custody will not, of course, be destroyed.

If we take papers or documents out of storage in relation to continuing or new instructions to act for you, we will not normally charge for such retrieval. However, we may charge you for both: -

Time spent producing stored papers that are requested, reading correspondence or other work necessary to comply with your instructions in relation to the retrieved papers.

### **Termination**

You will see that the conditions applicable to a conditional fee agreement provide for termination and its consequences.

We can end the agreement if we no longer think it likely that you will win the case or if you do not keep to your responsibilities under the agreement. We can also terminate the retainer if you do not keep to your responsibilities under the CFA: in those circumstances we can elect for you to pay basic charges and expenses at that time. Again, this applies if you reject Matrix Solicitors' advice about making a settlement with the Defendant.

You may end your instructions to us in writing at any time, but we can keep all your papers and documents while there is still money owed to us for fees and expenses.

If you end the CFA before you win or lose, Matrix Solicitors can elect for you to pay basic charges and expenses at that time.

We may decide to stop acting for you only with good reason. We must give you reasonable notice that we will stop acting for you.

**It is particularly important to note that if you end the agreement, or we end the agreement because you have not kept to your responsibilities, you would then be responsible to pay costs, under that agreement, whether or not the matter had then reached a successful conclusion.** These are calculated on an hourly basis plus expenses as set out in these terms and conditions.

### **Outsourcing of Work**

Sometimes we ask other companies or people to do work on our files to ensure this is done promptly. We will always seek a confidentiality agreement with these outsourced providers. If you do not want your file to be outsourced, please tell us as soon as possible.

### **Money Laundering Legislation**

For the protection of all of our Clients and in accordance with Money Laundering Legislation we operate a money laundering procedure. In certain circumstances information will be revealed to us by the appropriate authorities in relation to any suspicion of money laundering.

We will need to gather a lot of information from you at the beginning of the Claim about you and your instructions. If these change significantly during the Claim they may raise suspicion of money laundering leading us to report your transaction to the authorities which will cause delay. Please supply (and keep us supplied) with information requested particularly about the source of any funds to be used in the Claim and let us know as soon as any circumstances change.

We do not accept cash deposits greater than £500.

The law requires solicitors to get satisfactory evidence of the identity of their clients and sometimes people related to them. This is because solicitors who deal with money and property on behalf of their client can be used by criminals wanting to launder money. To comply with the law we need to get evidence of your identity as soon as possible.

We would be grateful if you would please supply ORIGINAL evidence of identity and address by forwarding ONE of the documents from list A or TWO from list B we will photocopy these for you and return them soon after. If you cannot provide us with the specific identification requested, please contact us as soon as possible to discuss other ways to verify your identity.

### **List A**

A valid full passport.

A valid H M Forces identity card with the signatory's photograph.

A valid UK photo card driving licence.

### **List B**

Receipted utility bill less than 6 months old.

Council Tax bill less than 6 months old.

Mortgage statement for the last year.

Cheque guarantee card, credit card.

Council rent book showing rent paid for the last 6 months.

All documents will be returned to you within a couple of days of receipt.

We are professionally and legally obliged to keep your affairs confidential. However Solicitors may be required by statute to make a disclosure to the Serious Organised Crime Agency where they know or suspect that a transaction may involve money laundering or terrorist financing. If we make a disclosure in relation to your matter, we may not be able to tell you that a disclosure has been made. We may have to stop working on your matter for a period of time and may not be able to tell you why.

### **DO I NEED TO CONTACT MY INSURANCE COMPANY?**

If you have instructed this firm following a road traffic accident you will need to check the terms and conditions of your insurance policy as you may be required to report the road traffic accident to your Insurance Company within a specific time period. Whilst this Firm is more than happy to recover all damages from the Defendant Insurers, you may be contractually obliged to report the matter to your Insurance Company. If you do have to report the matter to your Insurance Company, please advise them that you are reporting the matter for information purposes only.

### **Important Information**

Please note that from the 1st March 2004 regulations came into effect that impose an absolute duty on Solicitors to report to the Serious Organised Crime Agency any criminal act no matter how small. This means if we have any reasonable suspicion that you have committed an offence then we have to make a report to the Serious Organised Crime Agency (SOCA) and cannot thereafter take further steps on your case until they have given authorisation. For example, if you were a self-employed person and had filed false tax returns or instructed us to make a claim that was out of proportion to the income that you have declared to the Revenue, or you in any way exaggerate any losses you are claiming. It is

therefore imperative that you do not in any way seek to exaggerate any element of your claim. Our duty to report such matters to SOCA overrides our duty of confidentiality to you. Matrix Solicitors are confident of providing a high-quality service.

We do, of course, welcome any suggestions you might wish to make which you think could help to improve our service.

**Opening Times**

Monday – Friday 09:00 – 17:00  
Saturday – Sunday Closed

**What happens next?**

This letter sets out the firm’s terms of business with you, and so your continuing instructions in this matter will amount to acceptance by you of the terms being funded under a conditional fee agreement.

We shall be grateful if you would sign and date this letter in the space provided below together with the enclosed questionnaire and return it to us. Please be advised we may already have the details but it is still important for you to complete this as we use this to cross reference. We can then be sure you understand, and are happy with, the basis on which the firm will act for you.

We enclose an extra copy of this letter to keep in a safe place for future reference. We

hope that this letter confirms the advice given and action agreed upon, as well as dealing with any immediate queries about the day-to-day handling of the matter and the firm’s terms of business but if you have any enquiry arising out of this letter or in relation to your claim then please let us know.

We take this opportunity of thanking you for your kind instructions.

Yours sincerely

**MATRIX SOLICITORS**

**Printed .....**

**Dated .....**