

Nick Wiseman
01728 723 581
01728 723 709
nick.wiseman@rosscoates.co.uk
NW/EP

03 March 2009

Dear Sir/Madam

YOUR FILE

Thank you for your instructions. We are delighted to have the opportunity to act for you and trust we can bring your instructions to a satisfactory conclusion. We comment as follows:-

IDENTIFICATION

[We confirm that we also require photo identification and/or address identification, ideally therefore passport and driving licence, or at least one of these and a utility bill. The address identification must be proof of your current address, we are unable to accept a mobile phone bill as proof of address. If you bring original documents in, we can copy and certify these for you. Otherwise, you can send in photocopies of documents that have been certified by a person from a professional body i.e. solicitor, doctor, local bank, building society, estate agent, mortgage advisor etc.]

COSTS

We confirm our costs are charged on the following basis, namely £180 an hour plus VAT for Solicitors and £140 plus VAT for trainee solicitors and assistants plus disbursements. We will keep you advised as to costs and will interim bill you when costs reach £250 or more. These details are also included in our Client Care Agreement enclosed.

We confirm that we require the sum of £747.50 or £632.50 if there are no children, to be paid and this will then be placed on client account to be offset against your final private bill.

Where a fixed fee is quoted, this will apply to that specific aspect of the matter only, for example the divorce procedure and will cover the normal procedure. Any additional work necessary will be charged at the usual hourly rate. If the event that the fixed fee procedure does not proceed to completion, you will be charged for the work done to date on an hourly basis at the same rates set out above.

It is very difficult to give a costs estimate for the entire matter as the work needing to be done on each case can vary enormously due to the nature of the assets involved; the respective parties' stance particularly if the client calls every day; whether the other party is represented by

solicitors; whether or not the matter is settled without contested court proceedings; and if court proceedings are necessary, then the extent of any proceedings. Any estimate given is a guide and not a quote or fixed price unless specifically indicated as such. For dealing with a financial settlement on divorce, we would estimate the costs to be between £750 - £3,000 plus disbursements and VAT, this is including the divorce itself if the matter is uncontested, or up to £8,000 if contested.

We will review this costs estimate at least every six months and advise you of any change to the costs estimate.

HOW YOUR CASE WILL BE HANDLED

The Terms and Conditions, together with the Client Care Agreement, sets out the basis on which we accept instructions from you. These terms and conditions apply to the conduct of our instructions and any subsequent instructions you choose to give to us.

PEOPLE RESPONSIBLE FOR YOUR WORK

Primarily Nick Wiseman, who is a legal executive, will carry out your work in this matter. Ross Coates who is a qualified Solicitor may also carry out your work in this matter.

Nick Wiseman will be available to speak to you on the telephone should you ring between 9.00am and 5.30pm from Mondays to Friday. Emma Painter, his secretary, is available between 9.00-2.30 Monday-Friday. Jane Froud, his assistant, is available between 2.00-5.00pm on Mondays, Tuesdays, Thursdays and Fridays. At all other times it should be possible to leave a voicemail or otherwise communicate by fax or E-mail or leave a message with those manning our out of hours service.

We try hard to avoid changing the people who are handling your work, but if this cannot be avoided we will notify you as quickly as possible and tell you who will be handling your work in the future.

Circumstances may dictate that other members of our firm not named in this letter or in the accompanying literature will be involved in the carrying out of your work. In that case we will explain why and tell you their status.

Our Client Care Partner is Ross Coates, to whom you should address any concerns you may have about our service.

Thank you for choosing to come with us. We look forward to hearing from you and if you have any questions please do not hesitate to let us know and we will be pleased to help.

Kind regards.

Yours faithfully

Ross Coates Solicitors