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Our Ref: { MERGEFIELD MATTER\_FEE\_EARNER\_ID }/{ MERGEFIELD  
client\_no }/{ MERGEFIELD matter\_no }

Your Ref:

{ QUOTE { DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ \\*  
MERGEFORMAT }

{ MERGEFIELD LINKNAME\_SURNAME\_1 }  
{ MERGEFIELD CALCULATION\_ADDRESS }

Dear { MERGEFIELD FW\_CP\_PROPINFO\_FW\_CLI\_SALUT }

**Re: { MERGEFIELD "fssm RC Property" }**

Following your recent instructions, we are writing to confirm our general terms of engagement and charging which constitute the basis upon which we will carry out work on your behalf.

Most of the work in connection with this matter will be carried out by { MERGEFIELD CALCULATION\_FEE\_EARNER\_DESCRIPTION } and you can also contact their assistant who will be familiar with the file and will be able to help you or take a message.

{ IF { MERGEFIELD CALCULATION\_EXECUTIVE\_NAME } = "" "The Senior Partner of this firm has ultimate responsibility for this matter." "The Partner of this firm with ultimate responsibility for this matter is { MERGEFIELD CALCULATION\_EXECUTIVE\_NAME }." }

We aim to offer all of our clients an efficient and effective service and are confident that we will do so in this case. However, should there be any aspect of our service with which you are unhappy, you should notify the person concerned in writing immediately and we will endeavour to resolve matters.

A broader outline of our work in a Conveyancing transaction is:

- Checking your title to the property;
- Drafting the Contract and submitting the Contract and all relevant documentation to the buyer's solicitors;
- Dealing with any mortgage lender with a charge registered against the property or any other bodies with an interest in the property;
- Dealing with any enquiries received from the buyer's solicitors;
- Exchanging Contracts;
- Approving the draft Transfer on your behalf;
- Completing the matter;
- Discharging any mortgages registered against the property;

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If the property is leasehold please let me have your last ground rent receipt and if applicable copies of your service charge accounts. If you do not have these papers please advise me of the name and address of the person or firm to whom you pay Ground Rent/Service Charge and I shall apply to them direct. Please note that they may make a charge for the supply of this information for which you will be responsible.

I will let you know once the Contract has been sent to the buyer's solicitors for approval and will forward any enquiries I receive from the buyer's solicitors. Once the Contract is approved I will send this to you for you to sign or ask you to call into the office to sign it with me in readiness for exchange.

I will discuss with you the proposed completion date and will telephone and/or email you to confirm once Contracts have been exchanged and a completion date is set.

I aim to reply to letters and other communications from you and others promptly but it will not always be practical to do so on the same day.

Should the above transaction fail to proceed to completion, then this firm's charges for that transaction will be such sum as is reasonable, having regard to the amount of work done by that stage in the transaction together with VAT and any disbursements paid.

Our account will be rendered at completion (or at the point that the transaction fails to proceed). Please note that there may be further disbursements of which we are unaware at this time.

### **Government Money Laundering Regulations**

#### **\*\*Option 1: clients where CDD has been effected within the last 3 years**

We are required to conduct due diligence by these regulations at the start of each new matter and to monitor the matter as it proceeds. We have already conducted due diligence in relation to our previous work for you but may require additional information or material at any time in order to comply with our duties of ongoing monitoring.

#### **\*\*Option 2: clients where CDD has not been effected within the last 3 years**

We are required to conduct due diligence by these regulations at the start of each new matter and to monitor the matter as it proceeds. Save in exceptional circumstances, the regulations prevent us from starting any work until due diligence has been carried out, so your co-operation will not only be appreciated but will assist us to move your work forward quickly.

Please refer to paragraph \*\*\* below and remember that we may require additional information or material at any time in order to comply with our duties of ongoing monitoring.

A. You are instructing us **on your own account**, and we will require:

- your passport or a photocard driving licence; and
- a utility bill or council tax bill less than 3 months old, showing your current address.

Could you please make an appointment to see me or one of my assistants at our offices for this purpose? We are required to take photocopies of relevant material, to certify those copies against the originals and to hold them on file. If it is not convenient for you to call in, I can deal with evidence of identity either:

- by post (in which case we will require the same material to be copied and certified by a solicitor local to you before you send it to us); or
- electronically at a cost of £10 including VAT, which we will add to your bill.

Please note the electronic check includes information from the electoral roll and the agencies will record the details of the search whether or not your matter proceeds.

B. You are instructing us **on behalf of a partnership** and we are required to ascertain who the partners are, the full name of the partnership, its registered or principal trading address and the nature of its business. Unless the partnership is well-known or comprises individuals whose business is regulated by a professional body (lawyers, doctors etc), we will require evidence of the partnership's trading address and the same evidence of identity for you and at least one other partner as if each of you were instructing us on your own account.

C. You are instructing us **on behalf of a limited company, a limited partnership or a limited liability partnership** and we are required to ascertain the structure, ownership, purposes and activities of the body. In particular, we are required to obtain the name and other readily available identifying details of each individual who either owns or controls more than 25 per cent of the shares or voting rights in the body, or otherwise exercises control over the management of the body (we call these persons "beneficial owners"). We will ask you to provide evidence in relation to these matters to the extent that we are unable to obtain it from public records, will ask you to provide evidence of identity as if you were instructing us on your own account and may ask any non-corporate beneficial owners to provide equivalent evidence of identity.

As confirmation that you would like us to proceed on this basis, we would be grateful if you would sign the extra copy of this letter enclosed and return it to us along with the following:

1. Evidence of identification;
2. Your cheque in the sum of £{ ASK amount "Insert amount required on account" } { ref amount \#"0.00" \\* MERGEFORMAT };
3. Completed Sale Questionnaire;
4. Completed Fixtures and Fittings Questionnaire;
5. Signed Authority for Release of Deeds.

Yours sincerely

{ MERGEFIELD CALCULATION\_FEE\_EARNER\_DESCRIPTION }  
 { MERGEFIELD PRACTICEINFO\_PRACTICE\_NAME\\*UPPER }