

GETTING THE BEST FROM US

OUR PROMISE

At the outset we will confirm to you in writing:

- ▷ Your instructions to us.
- ▷ What action we will be taking on your behalf.
- ▷ What action we need you to take.
- ▷ Any further information we need from you.

OUR COMMITMENT

- ▷ We aim to reply to correspondence quickly and efficiently and to return telephone calls by the end of the day.
- ▷ We will keep you informed of progress at milestone intervals.
- ▷ Advise you of any delays and explain the reasons.
- ▷ Explain the effect of any important documents.
- ▷ Explain any changes or matters affecting you.
- ▷ Send you copies of important letters.

HOW YOU CAN HELP US

- ▷ Give us clear instructions.
- ▷ Tell us if you have any important time limits.
- ▷ Make sure we have understood each other correctly. Ask us if you are unsure about anything.
- ▷ Keep in regular touch. Don't feel afraid to ask for a further progress report if you are worried about anything or do not hear from us when you expect.
- ▷ Help us plan our working day. Unless it is urgent, write to us or Email rather than telephone, and make an appointment if you want to see someone.
- ▷ Remember, avoid unnecessary calls and appointments. The more time we spend talking to you or writing letters, the more it might cost.
- ▷ Please ensure that all information you provide is true and accurate and not misleading to the best of your knowledge, information and belief. We cannot be held liable for any loss or damage arising from information or for inaccuracy or other defect in any document supplied by you.

HOW MUCH WILL IT ALL COST

- ▷ In our letter to you confirming your instructions to us, we gave you a quotation for your transaction together with details of any additional costs which might be incurred in a leaflet entitled "Making it Clear".

ANY PROBLEMS

- ▷ We aim to provide all our clients with a high standard of service. However, if things go wrong we want to put them right as soon as possible.
- ▷ Please mention your problem to the person looking after your matter. If your problem is not resolved to your satisfaction, please contact PAUL HAJEK, in writing, who will investigate on your behalf. This will be at no extra cost to you.
- ▷ In the unlikely event of the matter not being resolved, we can let you have a telephone helpline number.