

## RECOMMEND A FRIEND SCHEME

We pride ourselves on excellent customer service and monitor feedback from our clients carefully. Our "Recommend a friend scheme" aims to recognise and reward the loyalty and commitment of our clients when recommending a friend to us.

We are mindful of the provisions of The Legal Aid, Sentencing and Punishment of Offenders' Act 2012 (LASPO) and accordingly will not make any payment for referrals as defined under the Act.

### TERMS AND CONDITIONS

1. To be eligible for payment under this scheme, the initial contact with us MUST come from the prospective client (PC) directly. No information regarding the PC or their prospective transaction may be provided by another party prior to us agreeing to act on the PC's behalf. This means that if you do recommend us to a PC, you should ask them to contact us directly. To help us identify you as the Recommender, please make sure the PC provides us with your full name and contact details when they contact us.
2. This scheme only applies to new clients that have not used our services in the past.
3. This scheme is only payable in respect of the first instruction.
4. Where the PC informs us that we have been recommended to him or her by a Recommender, the Recommender shall be eligible for a payment under this scheme, subject to these Terms and Conditions.
5. We can only make a payment to a Recommender under this Scheme if the PC contacts us in accordance with clause 1 above. If a Recommender attempts to provide us with a PC's details, or details of their prospective legal matter, we will not be able to make any payment to the Recommender, as this would constitute a breach of LASPO.
6. No payment shall be made under this Scheme in respect of files transferred to us from other firms of solicitors.
7. In the event that the PC wishes to instruct us in respect of a separate matter at a later date, no additional payment shall be made to the Recommender of the original claim.
8. The payments under this scheme will be:
  - a. Residential Sale: £50.00.
  - b. Residential Purchase: £50
  - c. Commercial Sale: £50
  - d. Commercial Purchase: £50
  - e. Transfer of Equity and Remortgage - £nil

9. The amount of the payment made under this scheme may be amended from time to time without notice at our absolute discretion.
10. Any payment under this Scheme shall only be made to the Recommender.
11. No payment under this Scheme shall become payable until successful conclusion of the matter and payment of our fees.
12. No payment under this Scheme shall become payable in respect of abortive transactions.
13. Where such a payment is made under this Scheme, that payment will be disclosed in writing to the PC.
14. In accordance with the provisions of Chapter 4 of the Solicitors' Code of Conduct 2011, a Recommender under this Scheme (or any other person acting on their behalf) will not be provided with information in relation to the progress of a PC's transaction.
15. We reserve the right to withdraw this scheme at any time without notice.