

Mr D Nicklin  
RC Trustees Limited

**BY EMAIL ONLY TO:            [emily@retirement.capital](mailto:emily@retirement.capital)**

Our Reference: NW/131212.001

17<sup>th</sup> September 2024

Dear David

**Re: Lease of 70A Mardol, Shrewsbury**

Thank you for instructing Wace Morgan in connection with the above matter. I confirm I will be pleased to act on your behalf.

Please find enclosed the following:-

1. Wace Morgan Terms and Conditions of Business;
2. Duplicate copy of this letter;
3. Wace Morgan Bank Details; and
4. Pre-paid envelope.

**Our agreement**

This letter and the accompanying Terms and Conditions of Business set out the basis under which Wace Morgan will carry out the work on your behalf including details of the people who will be responsible for your work and the way in which Wace Morgan's charges will be calculated.

Please read both this letter and the Terms and Conditions of Business, however please do not hesitate to contact me should you have any queries or would like to discuss any matter further.

As confirmation that you wish to proceed on this basis, please sign the enclosed duplicate copy of this letter and return it to me in the enclosed pre-paid envelope.

### **Responsibility for your matter**

I will have day to day conduct of your matter. I am an Associate Solicitor in the Commercial Property Department. The person with overall supervision of the Commercial Property Department is Zara Oliver, a Director and Head of the Commercial Property Department.

I can usually be contacted by telephone on 01743 266872 between 08:30AM and 05:00PM on weekdays, other than Friday when I work 09:00AM to 05:00PM.

### **Your instructions**

To act for you in the grant of the lease and rent deposit deed at 70A Mardol, Shrewsbury.

It is important that you provide us with full and accurate details of the relevant information in connection with your instructions as we will rely on the details and information you give us when we advise you.

If the information that provide is inaccurate, incomplete or misleading, our advice may not be correct. If you are in doubt as to whether something is relevant, do please raise the issue for us to consider. This is best to avoid any issues going forward.

Unless you instruct us otherwise, we will assume that the above sets out the scope of our work for you. From time to time, we will review the work that we are undertaking for you to ensure the work remains in the agreed scope.

### **Agreed next steps and timescales**

Upon receipt of the signed terms of engagement letter and monies on account (please see below) I will draft the lease and send this to the tenant for their approval.

I would expect a transaction of this nature to take around 6 to 8 weeks to complete, however this does depend on how quickly the other party(ies) are able to progress. I note that you would like to complete by 1<sup>st</sup> October, this is going to be quite tight however, I will endeavour to try and meet this time frame. Please note, I am out of the office from 24<sup>th</sup> September to 7<sup>th</sup> October and I will leave this matter with one of my colleagues to progress in my absence.

### **Costs**

My hourly rate is £275.00 plus VAT and we usually charge by reference to the amount of time spent on a case.

It is not possible in matters of this type to give a final figure as to what our costs will be. However, I estimate that they will be between £1,225.00 and £1,625.00 plus VAT. If the matter becomes urgent, protracted or complex, we may need to revise the estimate. I will advise you as soon as possible if it appears that the costs estimate will need to be revised.

Our costs (based on the time incurred) are payable whether or not the matter proceeds to completion.

We reserve the right to charge interest at the rate of 8% per annum in respect of any period during which the accounts are outstanding after fourteen days.

We also reserve the right to submit interim bills during the course of the matter.

Please note that you will be responsible for any disbursements incurred in dealing with your matter, such as search fees, Land Registry fees and travel costs (this is not an exhaustive list). We will provide information on these either at the outset or as the matter progresses. We will not incur expenses on your behalf unless you have previously sent us money to cover those expenses. If and when, such charges are incurred we will invoice for those charges and you irrevocably agree that we may discharge our invoice from the money held on account of costs.

I do not anticipate incurring any disbursements in this matter, however I shall let you know if the position changes.

### **Payment on account**

Before I am able to undertake any work on your behalf, Wace Morgan requires you to provide monies on account. I would be grateful if you could please arrange to make a payment on account of our costs in the sum of £500.00.

A note of our bank details are enclosed.

### **Bank details**

We do not provide our bank details by email because of the risk of cyber fraud.

It is important that we draw your attention to the fact that computer hackers are targeting clients who are forwarding monies to their solicitors, particularly in conveyancing transactions. Although we want to assure you that we have not specifically had a problem in this respect, please be aware that this has been a problem for some solicitors in other parts of the country. This has resulted in clients sending large sums of money to bogus accounts.

**Please note that we will not email you to notify you of a change in bank details, so if you receive any emails supposedly from ourselves detailing a change of bank details please speak to us in person.**

Please also note that under our bank's rules we are not able to use funds paid to us by cheque until the expiry of eight working days from the day the cheque was paid into our bank account. In order to avoid delays it is often preferable to provide funds by electronic transfer direct into our bank account.

### **Client due diligence**

The money laundering regulations require solicitors to obtain satisfactory evidence of the identity of their clients. I confirm that I have a copy of your ID and nothing further is required here.

### **Politically exposed persons**

The Money Laundering, Terrorist Financing and Transfer of Funds (Information on the Payer) Regulations 2017 place on us as a firm a requirement to conduct enhanced due diligence and ongoing monitoring of clients in situations that present a higher money laundering risk. Politically exposed persons (PEPs) are individuals whose prominent position in public life may make them vulnerable to corruption. The definition of a PEP extends to immediate family members and known close associates. In order to identify possible PEPs we require each individual to complete and sign a PEP Form. I am in receipt of this.

### **Tax advice**

We do not provide tax advice.

### **Our Service**

We aim to provide a high quality service to all clients and we are confident that we shall do so. With this in mind, I am always anxious to hear of any particular difficulty that you may encounter in this matter. If you are unhappy about any aspect of our service, please let me know.

If there are any problems that cannot be resolved with me, then you may raise the matter with Christopher Detheridge who deals with complaints on behalf of the firm. A copy of our complaints policy is available on request. You can contact Christopher by telephone on 01743 280100 or via email at [clientcare@wmlaw.co.uk](mailto:clientcare@wmlaw.co.uk) or by post to the above address.

If you do wish to make a complaint, you will need to first follow our internal complaints procedure. If you are not satisfied as to the outcome of such procedure, you have the right to complain to the Legal Ombudsman usually within six months of your last contact with Wace Morgan. The Legal Ombudsman can be contacted on telephone number 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or writing PO Box 6167, Slough SL1 0EH.

Please note, from 01 April 2023 the time limits for complaints to be brought to the Legal Ombudsman will change. There are further details of these changes in our complaints policy, on our website or visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

### **Data protection**

We take seriously the protection of your data. Further information can be found in our Terms and Conditions of Business. A copy of our privacy policy is available on our website.

I look forward to hearing from you with the signed and dated duplicate of this letter so that I can commence acting on your behalf.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Natasha Worrall', with a horizontal line drawn through the middle of the signature.

**Natasha Worrall**  
**Associate Solicitor**  
For Wace Morgan Solicitors  
01743 266872  
[natasha.worrall@wmlaw.co.uk](mailto:natasha.worrall@wmlaw.co.uk)