

MIDDLETON ROSS & ARNOT

CONDITIONS OF BUSINESS

CONTENTS

PAGE

iii	Introduction
	Our duty of care
	Our duty of confidentiality
	Delivery of our services and scope of business
iv	Instructions
	Client identification checks
v	Our office hours
	8.1 Papers and correspondence files – storage costs and the legal right of lien
vi	8.2 Privacy Policy
	Our copyright policy
	Our fees
vii	Value added tax (VAT), post and incidents, and outlays
viii	Payment of fees
	Interest on cash deposits
ix	Transfer of funds
	Unforeseen circumstances
x	Limitation of liability
	Conflict of interest
	Dissatisfaction and partner responsibility
xi	Termination
	Invalidity
	Court actions
	Proceedings before the court of session
xii	Land and Buildings Transaction Tax
	Acceptance of these conditions of business
	Jurisdiction
	Cancellation
xiv	Table of fees
xvi	ID checklist for clients
xvii	Privacy Notice
xix	Cancellation Form

1 INTRODUCTION

These Conditions of Business apply to all services supplied by us, Middleton Ross & Arnot (“the Firm”), to you, the Client, and are subject to any letter of engagement or other written agreement. If we have already commenced work on your behalf then, unless you notify us immediately in writing to the contrary, you agree that these Conditions of Business apply retrospectively from the start of all work for you.

2 OUR DUTY OF CARE

We will give your business proper professional skill, care and attention and will not act for you if it is not in your best interest.

3 OUR DUTY OF CONFIDENTIALITY

Your business will not be disclosed to any other party without your permission except in a situation where we are legally compelled to do so or any information relating to you or any matter handled by us on your behalf is in the public domain.

We may obtain personal data from you when you become a client of the firm and during our relationship. This may concern you personally or relate to other persons such as (depending on the circumstances) your spouse, children, employees or agents. Whenever you engage us to act for you in any matter or provide us with any information (including personal data) you consent to our use of all such information for the purpose of performing for you the legal services which you have requested we provide. We may disclose this information (including any personal data) to our Professional Advisors or other agents who may be used to perform certain functions on our behalf but only to the extent that is required by them in order to perform any duties we have asked them to undertake. Disclosure of such information shall not be a breach of the Duty of Care or our Duty of Confidentiality.

We observe the requirements of the Data Protection Act 1998 in respect of personal data held by us.

4 DELIVERY OF OUR SERVICES AND SCOPE OF BUSINESS

Effective communication with our client is fundamental to providing a high quality service. We will correspond with you by telephone, letters, fax and/or by email as appropriate. If you have any preference then please let us know. We may require you to confirm oral instructions to us in writing or by email. Where you communicate by email and such communication changes your instructions to us, it is your responsibility to ensure that the email has been received by us. Any correspondence where instructions are changed should preferably be in writing. Unless otherwise expressly agreed with you, the scope of work undertaken for you will be set out in the Letter of Engagement and will specifically not include:

- 1 Monitoring or reminding you of warranty periods or other notice periods.
- 2 Tax advice (other than Land and Buildings Transaction Tax on normal property transactions).
- 3 Tax advice (other than Land and Buildings Transaction Tax on normal property transactions). We shall not be responsible for any failure to advise or comment on any matter which falls outside the scope of our engagement or your specific instructions.

5 INSTRUCTIONS

You can help us by giving clear instructions and asking questions about anything you do not understand. We would also ask that you deal promptly with any queries or requests for information and let us know if there are any important matters we should be aware of. Unless we receive any specific contrary instructions from you, we shall be entitled to assume that those who hold themselves out as having authority to instruct us do have such authority. In particular we shall be entitled to assume that:

- 1 If the client is a Company we may take instructions from any officer.
- 2 If the client is a Partnership we may take instructions from any Partner.
- 3 If there are joint clients (for example husband and wife or more than one individual shareholder) we may take instructions from either or any of them on behalf of all and all will be fully liable for any actions taken or fees incurred on a joint and several basis.

You should also advise us if we are able to take instructions or authorisation from anyone other than yourself and in that case we may ask you to give written authority to do so.

As your agents we can act only on information and instructions given to us. You should not assume that we have knowledge of any factual matters.

6 CLIENT IDENTIFICATION CHECKS

We are required by Anti Money Laundering Legislation to obtain proof of identity from clients for whom we act and it is a criminal offence for us to fail to carry out such procedures in line with these regulations. It is your responsibility to provide us with suitable documents. Any failure or delay on your part to provide us with such may mean that we cannot act for you or must cease acting for you.

The Money Laundering Regulations 2007 and the Money Laundering (Amendment) Regulations 2015, the Proceeds of Crime Acts 2002 and the Bribery Act 2010 and related Statutory Instruments and any update or replacement of the same from time to time place certain obligations on us and our fee earners. In certain circumstances (whether in respect of you or a third party) which relates to any matter upon which you have instructed us, we may be required to report to the National Crime Agency (NCA). Authority from NCA is then required before we can continue to act for you. We are inhibited from informing you that a report has been made to NCA even if NCA authorises us to continue to act for you. NCA is entitled to pass on any information received from us to third party agencies (such as the Inland Revenue or H M Customs & Excise) who may decide to make further investigations. The obligations upon us and our fee earners can require disclosure of confidential information and override our Duty of Confidentiality to you as a client.

We shall incur no liability to you for any loss, damages, penalties, interest, costs or charges which you may suffer or incur if we are so prohibited from acting for you or delayed in continuing to act on your behalf.

We reserve the right not to handle any money or other funds on your behalf on behalf of any third party if we are not satisfied with the source of the money or funds and in particular if the money or funds have not been paid to us from an account of a UK clearing bank. All funds transmitted to us should be transmitted from an account in your name with a UK clearing bank either by a cheque drawn on that account and signed by you or by CHAPS transfer. In the event of any CHAPS transfer you require to

ensure that the bank or building society transferring funds provide sufficient detail within the transfer to confirm that it comes from your own account. You should notify us at the earliest opportunity details of the account from which funds will be received. If you do not transfer the funds in this manner or if you change details of the accounts from which funds are to be transferred and do not advise us, we may not be able to complete any transaction or to conclude any proceedings on your behalf and you may consequently suffer or incur loss, damages, penalties, costs, interest or charges if there is any delay until we are satisfied with the source of the money or funds. We shall not be liable for any loss, damages, penalties, costs, interest or charges which you may so suffer or incur.

We reserve the right not to accept any payment sought to be made to us in cash.

Under the Anti Money Laundering Regulations we are required to ask you for certain information and formally establish your identity and permanent address. This will usually be in the form of requesting to see and photocopy documents such as your passport and a recent utility bill. A list of acceptable forms of identification evidence will be provided to you. This list will be non-exhaustive. We require to have these checks prior to providing any advice to you and if you delay in providing us with the information this may cause a delay in the completion of your business. All documents exhibited should be originals and not photocopies. Unless collected by you in person or otherwise instructed by you, these original documents will be returned to you by recorded delivery post and we shall be entitled to charge you for these costs. In some circumstances we may accept certified copies of such documents from a source acceptable to us if it is impractical for such documents to be sent or delivered to our offices.

7 OUR OFFICE HOURS

Our normal office hours are 9am to 5pm each weekday (excluding Bank and Public holidays and usually some other days over the Christmas/New Year period). Outwith those hours messages can be left on our answer machine or sent to us by email or fax. We will endeavour to respond to any message received by us during that working day or if we are unable to do so at the earliest possible opportunity thereafter.

8

8.1 PAPERS AND CORRESPONDENCE FILES - STORAGE COSTS AND THE LEGAL RIGHT OF LIEN

At the conclusion of the particular work we will normally send you any original signed contracts or documents or other papers (for example share certificates) to you for safe keeping except when they are normally held by a third party, e.g. a bank or building society. These documents are likely to be sent to you by recorded delivery post and we shall be entitled to charge you for these costs. If you instruct us to store original signed contracts or documents or other papers please note that:

- 8.1 these shall be stored in secure premises but not necessarily in fire proof conditions, and;
- 8.2 we shall be entitled to charge you for such storage and we shall notify you of any charges to be made (whether before such storage takes place or at any time in the future).

We are required by the Law Society of Scotland to retain correspondence files for ten years after which they will be destroyed. We can by agreement destroy the file earlier or retain such

files for longer periods as you require and in that event we shall be entitled to charge you for such storage and we shall notify you of any charges to be made in that respect (whether before such storage takes place or at any time in the future).

Please also note that we have the right to retain your papers and documents until our fees including any due interest are paid.

8.2 PRIVACY POLICY

We are committed to protecting the privacy and security of your personal information. The Privacy Policy attached to these Conditions of Business aims to give you information on the types of personal data that we may collect about you when you interact with us, how we will collect and process your personal data through your use of our website and during and after use of any of the services provided by us. It also explains how we will store and handle and keep that data safe.

This Notice applies to anyone who uses our website or services.

It is important that you read the Privacy Notice together with the other Privacy Notice or fair processing notice we may provide on specific occasions when we are collecting personal data about you so that you are fully aware of how and why we are using your data.

It is likely that we will need to update this Privacy Notice from time to time. You are welcome to come back and check with us at any time or contact us. We may communicate any updates to you from time to time or where the Privacy Policy is posted on our firm's website, it is available to be viewed there at any time and we would not provide you with specific written updates.

9 OUR COPYRIGHT POLICY

Unless we expressly agree otherwise, the copyright in the original materials which we generate for you (including all work products whether or not in writing and all intellectual property rights and documentation including working papers) belongs to us, and we assert our moral rights. We may adapt, develop or use such work products for other clients and in other engagements. We may destroy or retain them without reference to you. However the fee you pay for our work permits you to make use of that material for the purpose of which it is created.

10 OUR FEES

Unless otherwise agreed with you prior to beginning any specific items of work from you from time to time we shall endeavour to provide you with an estimate or fixed fee quote, (normally in our "Letter of Engagement" which may be a letter or an email from us). Please note that this may be difficult to do at times if the scope of the work is not clear or the request for the work is urgent. In the absence of any letter of engagement or other correspondence from us in writing or by email which details an agreed fee arrangement, our fees in connection with any work instructed by you from time to time will be charged on the hourly rates of the relevant fee earner on a detailed item for item basis as set down in the Table of Fees which forms part of these Conditions of Business. We review the hourly rates on an annual basis on 1st January each year and in the event of any increase in the hourly rate you will be notified of such at the earliest opportunity.

Unless otherwise expressly agreed with you in a Letter of Engagement:

- 1 We shall not provide our services on a contingency fee basis, and;
- 2 If any matter that we are working on does not proceed to completion then we shall be entitled to invoice you immediately for all work carried out up to that date at our standard charge out rates (provided this does not exceed any fixed fee where we have agreed one with you).

Where we agree a fixed fee (as detailed in our Letter of Engagement) it will be based on two assumptions:

- 1 The structure or complexity of your business will not be changed to any material extent by any revision or re-negotiation, and;
- 2 No material work will be required beyond what was anticipated at the time the fixed fee was issued.

We reserve the right to revisit any fixed fee "quote" in the event that any of these assumptions turns out not to be the case. If this happens we will provide another fixed fee quote. You will be deemed to have accepted the new fee unless you let us know to the contrary within five working days of having received notice of this amendment. If you inform us within five working days that the additional fees are unacceptable to you, we shall then be entitled to invoice you immediately for all work carried out up to that date at our standard charge out rates notwithstanding that your business has not been completed.

Where we give an estimate it will be an estimate only and not a fixed fee. The fee we will charge you will be the time taken by the fee earner acting on your behalf multiplied by their hourly charge out rate. However if we become aware that the work required to complete the business exceeds our estimate, we will let you know as soon as possible and provide you with a further estimate to cover the additional work considered necessary to conclude your business.

We shall be entitled to have our fee assessed by an independent Auditor at any time or alternatively on bequest by you. Such assessment shall be carried out by an Auditor of Court or a private Auditor of our choice and where such assessment is requested by you, and failing agreement as to the choice of Auditor, any such assessment shall be carried out by Cochranes Audit Ltd, Fortrose. The cost of any such assessment shall be borne by you unless otherwise directed by the Auditor or otherwise agreed between us.

11 VALUE ADDED TAX (VAT), POST AND INCIDENTS, AND OUTLAYS

VAT is charged at the current rate on all fees and on such outlays and expenses as bear it. Any fee estimate or fee quotation provided will be exclusive of VAT and outlays and expenses.

You are liable to reimburse us immediately all outlays incurred by us for you and will include without prejudice to the foregoing generality, Counsel's fees, search fees, registration or recording fees, stamp duty land tax, bank charges, currency exchange costs, couriers and other third party accounts, travelling, subsistence and accommodation and volume lending, photocopying charges and property advertisements.

A post and incidents charge will be added to any fee estimate or fee quotation at the rate of 5% of the fee estimated, quoted, or ultimately charged.

We reserve the right to request an advance payment from you to cover expected fees and outlays.

Outlays and expenses may be invoiced to you as they arise and may be invoiced after a fee has been rendered. If payment is not made we may withdraw from acting for you.

Where after consultation with you other professional advisors such as Counsel, Experts or Overseas Lawyers or Surveyors are engaged by us they will be so engaged by us as your agent and you will be responsible for their charges in addition to our own.

12 PAYMENT OF FEES

Fees are payable on issue of the fee note. A fee note is issued on completion of the transaction but we reserve the right to charge interim fees which may be on a monthly or other basis agreed with you. In matters which are likely to continue for longer than three months, we will expect to render interim accounts.

We may deduct from any monies held for you any fees and outlays due to us.

In the event of non-payment within 30 days after issue of the fee note to you, we shall be entitled to charge you interest on the outstanding amount at the rate of 8% above the Bank of Scotland base rate applying at the time, calculated on a daily basis and compounded monthly. We shall be under no obligation to carry out any further work for you until outstanding invoices have been paid in full.

Any payment you make to us on account of costs or any sum received by us on your behalf which is not received for a specific purpose, may be set off against any invoice (interim or final) issued to you by us.

Where payment is made by you by debit card, Visa Debit or Credit, or Mastercard, you shall pay in addition such bank charges as may be incurred by us in processing such payment at the bank rate prevailing thereon from time to time.

Notwithstanding any generality contained in this clause, by you accepting any Letter of Engagement issued by our firm to you incorporating these terms of business, you are giving us express written authority to draw from our clients account:-

- 1 Any money required for payment to or on behalf of a client;
- 2 Any money required for or to account of payment of a debt due to our firm by a client or in to account of repayment of money extended by our firm on behalf of a client;
- 3 Any money drawn on a client's authority (including complying with lending instructions where the lender is a client);
- 4 Any money properly required for or to account of payment of our firm's professional account against the client, which has been debited to the ledger account of the client in the firm's books and where a copy of said account has been rendered;
- 5 Money for transfer to a separate client account kept or to be kept for the client only; and
- 6 Any fee taken as permitted by or under the Law Society for Scotland Regulations.

13 INTEREST ON CASH DEPOSITS HELD BY US

Any money belonging to you which is received by us in the course of dealing with your matter and which is not required for fees and outlays shall be either:

- 1 Held by us in accordance with the provisions of the Solicitors (Scotland) Account Rules (in which event any interest accumulated thereon shall be accounted for to you in terms of these rules) or;
- 2 If you so direct, remitted to you on receipt thereof or otherwise applied as you may direct;
- 3 Funds held by us in accordance with the said Rules and deposited by us will be deposited in accounts held by The Royal Bank of Scotland plc, Bank of Scotland plc or Dunfermline Building Society. You accept that we may from time to time use other Banks or Building Societies for such deposits without further referral to you. If you wish any of your funds, held by us in terms of the foregoing, to be deposited in a different Bank, Banks or Building Society, or if you do not wish to have funds deposited in any of the foregoing mentioned specifically in this section, then you will require to give us clear and specific instructions in writing to that effect at the earliest possible opportunity. Depending on prevailing interest rates, Banks or Building Societies may offer us a better rate of interest than you might obtain (with instant access) because of the total sums we invest with that institution. They may also offer to pay a commission to us in the form of a slice of the interest; we may accept such a commission depending on current rates. If you wish to know what will happen in your case, please ask.

The rate of interest to be paid on cash deposits depends on the balance of funds held on deposit and on prevailing Bank rates. All rates are Gross and will be paid quarterly after deduction of income tax where appropriate. We will provide you with specific details of any prevailing Bank rate from time to time on these deposits only on request by you.

Interest is paid only on sums placed on deposit specifically in the name of the client and not in money held in our general client account. Normally only sums of £500 or more being held for a period of time will be placed on deposit.

14 TRANSFER OF FUNDS

If you require us to transfer funds held on your behalf or to your order as part of a transaction or at the conclusion of a transaction, we shall require clear unambiguous written instructions in our hands no later than twenty four hours prior to the proposed day and time of transfer. Unless such instructions clearly and unambiguously state otherwise, we shall make all transfers in pounds sterling. We will have no responsibility for any loss or cost relating to Bank charges, currency exchange rates, fluctuation etc. We shall have no liability to you or any other party in respect of indirect or consequential loss arising from any delay or error in respect of the transfer of funds. All costs in effecting such transfer including all bank charges shall be met by you.

15 UNFORESEEN CIRCUMSTANCES

If we are unable to perform our obligations to you as a result of circumstances which are beyond our control (which includes without limitation delays as a result of acts of God, acts of terrorism, civil disturbances, and governmental regulations and directions) we shall give you notice of such circumstances or delays. Such delays shall not constitute a breach of our agreement with you but if such delay continues for a period in excess of thirty days you shall be entitled to terminate your relationship with us.

16 LIMITATION OF LIABILITY

Unless another limit is expressly agreed in writing by us our maximum aggregate liability for any claim or series of related claims directly arising out of or in connection with services and advice supplied by us to you (whether as a result of breach of contract, negligence, or otherwise) shall not exceed:

- 1 The sum of One Million Five Hundred Thousand Pounds (£1,500 000), or;
- 2 Ten times the amount of the fees that you pay us in connection with the relevant claim(s), whichever is the lower amount.

Subject to the overall limitation of liability as set out above, our liability to you shall also be limited to that proportion of the loss or damage (including interest and costs) suffered by you which is calculated after taking account of the contribution (if any) to the relevant loss or damage of you or any other person responsible and/or liable to you for such loss or damage. In circumstances where you make a claim against us and you wish to claim contribution from a third party but that third party's liability to you has been excluded or limited thereby reducing the contribution you can recovery from them, you will make an equal reduction in your claim against us. For this purpose "reduction" and "contribution" includes 100% reduction or contribution.

Although we may be liable for direct claims we shall not be liable for any indirect or consequential claims, losses or damages in connection with services and advice supplied by us including without limitation for loss of business, profits, revenue, interest on anticipated savings. Nothing in these Conditions of Business shall exclude or limit our liability for death or personal injury which cannot be excluded or limited by law.

In the unlikely event of any claims against we have Professional Indemnity Insurance cover in place of any claims up to £1,500 000.

Any claim from you against the firm in connection with work carried out by us for you must be made in writing within three years of the date on which you became aware, or reasonably to have become aware, of circumstances giving rise to a potential claim against us.

We shall incur no liability to you for any loss or damage suffered by you arising from fraud, misrepresentation, or withholding of information or inaccuracy of or omission from information relevant on your part or that of other solicitors information relied on by us.

17 CONFLICT OF INTEREST

Our clients may include persons who operate in your area or a related area. We maintain the right to act for these clients subject to our professional duties in relation to conflicts of interest and our obligations of confidentiality referred to in these Conditions of Business.

We undertake to carry out any matter in accordance with all appropriate professional standards. We will notify you immediately if we become aware of any conflict of interest and will discuss the position with you and take steps to resolve that conflict of interests promptly. We may be required to withdraw from acting for you where a conflict of interest arises.

18 DISSATISFACTION AND PARTNER RESPONSIBILITY

A Partner shall have an overall responsibility for your relationship with us. This Partner will maintain an overview of your affairs and has ultimate responsibility for ensuring that your requirements are met. Any Letter of Engagement issued to you will specify the Partner, Solicitor, Trainee or Paralegal dealing with

the effective day to day progress of the work carried out on your behalf. If a Partner is given as the person dealing with the day to day progress, that Partner may at his discretion delegate all or any part of the work to any other Solicitor, Trainee, or paralegal within the firm. We will ensure that you are provided with appropriately qualified personnel to deal with your work.

If you feel you have cause for dissatisfaction about any aspect of our service, you should first take this up with the party responsible for the day to day progress of your transaction as detailed in our Letter of Engagement. We would ask that you put your comments in writing and state what action you would like us to take. If you still feel you have not received a satisfactory answer then you should contact George Muirden our Client Relationship Partner. It is always our intention to deal with any complaints promptly and fairly but if you are not satisfied with the outcome you can receive help from a third party. From 1st October 2008 all complaints against solicitors are dealt with in the first instance by the Scottish Legal Complaints Commission in Edinburgh (SLCC). All complaints of whatever nature are addressed to SLCC but it should be noted that complaints about the conduct of solicitors rather than the service provided, or arising from work carried out prior to 1st October 2008, will be dealt with by the Complaints Department of the Law Society of Scotland in Edinburgh and such matters will be referred to them by the SLCC.

19 TERMINATION

Either of us may terminate our professional relationship in its entirety at any time by written notice given to the other. In the event of termination you will remain responsible for our fees and outlays until termination in accordance with these Conditions of Business and any Letter of Engagement, together with any further fees and outlays and expenses reasonably incurred by us in connection with the transfer of our files to another solicitor instructed by you, upon payment of which we will deliver up all deeds and documents as you may require.

20 INVALIDITY

If any the terms or other provisions of these Conditions of Business and/or any Letter of Engagement are found by an Arbiter, Court or other competent Authority to be void or unenforceable, such provision shall be deemed to be deleted from these Conditions of Business and/or any Letter of Engagement (as applicable) but the remaining provisions of these Conditions of Business and/or Letter of Engagement (as applicable) shall continue in full force and effect in so far as they are not affected by any such deletion.

21 COURT ACTIONS

In Court actions the general rule is that expenses follow success, i.e. if you are 100% successful the losing party pays for your expenses. You should be aware, however, that only a portion of the real costs of the successful party will be payable by the unsuccessful party. You will be liable for our fees whether or not you are successful in the proceedings. You should also be aware that the recovery of such costs may depend on the financial position of the unsuccessful party and there is no guarantee that these costs will ultimately be recoverable as a result thereof.

22 PROCEEDINGS BEFORE THE COURT OF SESSION

If you instruct us to raise a court action and that action is brought before the Court of Session in Edinburgh you must be represented by an Advocate or Solicitor Advocate. These individuals are specialists in presenting oral and written arguments before that Court. Advocates are members of the Faculty of Advocates and are entirely independent from our firm and from you as their clients. The

decision of whether to instruct an Advocate or a Solicitor Advocate is entirely yours. If it is necessary to instruct an Advocate or a Solicitor Advocate we will engage someone to carry out that work on your behalf. In these situations it is our practice to instruct individuals we have instructed in the past or whom we know are capable and experienced in the area in question. Where that is not possible we generally instruct individuals who are recommended to us personally. You will be responsible for all fees incurred by any Advocate or Solicitor Advocate so appointed.

23 LAND AND BUILDINGS TRANSACTION TAX

Land and Buildings Transaction Tax (LBTT) is payable by the Tenant on most new leases and by the Purchaser on most purchases. Unlike stamp duty and subsequently Stamp Duty Land Tax which it replaced, LBTT is payable on the transaction not on deeds. We will inform you whether LBTT is payable in each appropriate transaction. The LBTT is required to be paid to H M Revenue and Customs within thirty days of the effective date, and all necessary forms and payment must be submitted within that timescale. The effective date in most cases is the date of entry to the property but in some cases may well occur before the lease is prepared for signature and more rarely in purchases before the Disposition is prepared for signature. Failure to lodge any forms and payment timeously will result in penalties for which you will be responsible, unless the failure to lodge the forms and payment timeously is due to the fault of us. If the date of entry in any transaction is not self evident, it is extremely important that you let us know the date of entry as soon as you become aware of it to avoid any LBTT penalties and interest being payable. We will complete LBTT forms on your behalf and you will be asked to sign a mandate authorising us to submit the LBTT forms by electronic means to H M Revenue & Customs on your behalf.

24 ACCEPTANCE OF THESE CONDITIONS OF BUSINESS

These Conditions of Business (subject to the terms of any Letter of Engagement by us) shall govern our solicitor/client relationship with you unless we agree otherwise with you in writing or by email. We shall endeavour to provide you with a Letter of Engagement prior to beginning specific items of work and your continuing instructions therefrom will confirm your acceptance of these Conditions of Business. Unless otherwise agreed the Conditions of Business shall apply to any future instructions you may give to us. That assumption will apply in the absence of any Letter of Engagement or an acceptance from you in writing or by email of any Letter of Engagement and/or these Conditions of Business. It is usual in Scotland for us, as your agents, to enter into legally binding contacts on your behalf. If you change your instructions at any time you must notify us immediately in writing.

25 JURISDICTION

Any Letter of Engagement and our solicitor/client relationship with you shall be governed by and construed in accordance with Scottish Law and the Courts of Scotland shall have non-exclusive jurisdiction to settle any questions or disputes which may arise out of or in connection with the same. However we shall, in our sole discretion, be entitled to raise proceedings in any jurisdiction we deem appropriate.

26 CANCELLATION

1 Right to Cancel

This Notice has been provided to you because you have entered into a contract to which the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (“the Regulations”) apply. Under the Regulations, you have the right to cancel this contract if you wish

to do so within fourteen working days without giving any reason.

The Notice explains how to exercise this right. It also gives you other information that is required by the Regulations.

The cancellation period will expire after 14 days from the day of the conclusion of the contract – that is within 14 days of the date that you receive this notice.

In order to exercise your right to cancel the contract, you need to deliver or send to us a cancellation notice (that is, a written and clear statement that you wish to cancel the contract e.g. a letter sent by post, fax or email). The cancellation statement or notice should be delivered or sent to Middleton Ross & Arnot, Mansefield House, 7 High Street, Dingwall, Ross-shire, IV15 9HJ or at mail@middletonross.co.uk. You can use the cancellation form (attached) if you wish but you do not have to do so.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

2 Commencing work during the 14 day cancellation period

We cannot provide any services before the end of the cancellation period unless you have made an express request to that effect. If you require us to undertake some urgent work for you before the cancellation period expires, you are welcome to require that we do so. This request should be made in writing and sent to Middleton Ross & Arnot, Mansefield House, 7 High Street, Dingwall, Ross-shire, IV15 9HJ or at mail@middletonross.co.uk

However, please note that if you do ask us to begin the performance of services during the cancellation period and then subsequently seek to cancel the contract, you will be liable to pay us an amount which is in proportion to what has been performed until the time that you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

3 Effects of cancellation

If you cancel this contract within the relevant period, this will end both your and our obligations under the contract.

If you cancel this contract, we will reimburse to you all payments received from you.

We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

27 TABLE OF FEES

1 Detailed charges for private client work where no quote has been given charged on an hourly rate of 10 units per hour.

1.1	<u>Hourly Rate</u>	<u>Per unit</u>	<u>Per hour</u>
	Partners	£19.00	£190.00
	Solicitors	£16.00	£160.00
	Paralegals and Trainee Solicitors	£12.00	£120.00

1.2	<u>Unit Rate</u>		
	Letters	Per page up to 125 words	1
	Simple acknowledgement letters and the like		0.5
	Telephone calls	First 6 minutes or part thereof	1
		Thereafter per 6 minutes	1
	Preparation of deeds and other papers	Per sheet of 250 words or part thereof	5
	Time spent where not otherwise covered by detailed charges, including time occupied in travelling or waiting, meetings, perusing or revising letters and documents	Per 15 minutes or part thereof	2.5
	Registration of writs		£50.00
	Lending or delivering titles and other papers		£40.00
	Plus	Per sheet of inventory (if required)	£15.00
	Acting as Notary Public	Per Affidavit	£30.00
	Posts and incidents	5% of total cumulo detailed charges	

2 Value of the transaction

A percentage of the value of the property or the money involved in the transaction or the rent payable under a lease over a 10 year period may be added to compensate for the risk element in carrying out the work. ½% up to a value of £250,000 with ¼% thereafter may be added.

3 Commissions

In connection with the administration of executory estates or trusts, commission may also be charged on the following basis:

Collection of interest on dividends	Maximum 4% of amounts received
Realising cash and other assets in an executory estate	Maximum 1%
Collecting and distributing interest, dividends, rents etc. in executory estates or trusts.	Maximum 10% of amount received

Collection of rent for property where a factoring service is also given	Not to exceed 15% of amount received
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4 Negotiated settlements

Negotiating and settling claim for damages	Minimum fee £250.00
Up to £2,500	25%
On the excess over £2,500 up to £5,000	15%
On the excess over £5,000 up to £10,000	7.5%
On the excess over £10,000 up to £20,000	5%
On the excess over £20,000	2.5%

Note: Where expenses and outlays are recovered as part of the settlement terms they will be used to offset our fees in full or part and in the event of a shortfall only the difference will be paid by the client.

5 Other factors which may be taken into consideration

- The importance of the matter to the client;
- The amount or value of any money or property involved;
- The complexity of the matter;
- Specialised knowledge and responsibility required in the particular case;
- The time spent on the matter;
- The length, number and importance of any documents or other papers prepared or examined;
- The degree of urgency required or the place where, and the circumstances in which, the work had to be done

6 A post and incidents charge of 5% of the fee will be levied in all fees charged. This charge will also be subject to VAT at the prevailing rate.

28 ID CHECKLIST FOR CLIENTS

The list below shows the items that can be used as identification. Please supply one item from each list.

1 Client identification

Passport	<input type="checkbox"/>
Full driving licence (both parts)	<input type="checkbox"/>
Pension book	<input type="checkbox"/>
Pensioners Travel Pass	<input type="checkbox"/>
Building Society passbook	<input type="checkbox"/>
DSS Benefit book	<input type="checkbox"/>
Armed Forces Identity Card	<input type="checkbox"/>
Signed Employer's Identity Card	<input type="checkbox"/>

2 Address verification

Electricity bill	<input type="checkbox"/>
Gas bill	<input type="checkbox"/>
Telephone bill (not mobile phone)	<input type="checkbox"/>
Cable/satellite television bill	<input type="checkbox"/>
Council Tax bill	<input type="checkbox"/>
Credit or store card statement	<input type="checkbox"/>
Bank or Building Society statement	<input type="checkbox"/>

Note: Must be a recent bill or statement – within the last two months.

3 Evidence of funding

Details of account where funds held: Bank:
Sort Code:
Account Number:
Account Name:

Bank statement/passbook showing funds in account (original required)

MIDDLETON ROSS & ARNOT PRIVACY NOTICE – FOR CLIENTS

What we need

Middleton Ross & Arnot will be a "controller" of the personal information that you provide to us when you instruct us to act on your behalf.

When you become a client of Middleton Ross & Arnot, we will collect, store and use the personal information that you provide to us in your instructions and during the course of our solicitor / client relationship. We may ask you for additional personal information during the course of our client / solicitor relationship, which shall be collected, stored and used in accordance with this privacy notice.

Why we need your personal information – contractual purposes

We need to collect our clients' personal information so that we can perform our agreed legal service with you. We will use our clients' personal information to:

- provide you with legal advice to include communicating with you by email, letter and/or telephone, etc.;
- represent you as your solicitors in connection with the legal service in which you have engaged us; and
- respond to and communicate with clients regarding your questions, comments, support needs or complaints

Why we need your personal information – legitimate purposes

We also process our clients' personal information in pursuit of our legitimate interests to:

- promote our services by sending clients communications with information for upcoming events and legal updates; and
- invite our clients as guests to our events, when they are held.

Why we need your personal information – legal obligations

We are under a legal obligation to process certain personal information relating to our clients for the purposes of complying with our obligations under:

- the Law Society of Scotland requirements for solicitors;
- Anti-Money Laundering Regulations; and
- HM Revenue & Customs purposes.

Who we share your personal information with

We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations include the Law Society of Scotland, HM Revenue & Customs, Revenue Scotland, Registers of Scotland and The Crofting Commission

We may also share personal data with our professional advisors for the purposes of taking advice.

Middleton Ross & Arnot employs third party suppliers to provide services, including IT, payroll and conveyancing searches. These suppliers may process personal data on our behalf as "processors" and are subject to written contractual conditions to only process that personal data under our instructions and protect it.

In the event that we do share personal data with external third parties, we will only share such personal data strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal data in accordance with those purposes.

How we protect your personal information

Your personal information is stored on our electronic filing system and our servers based in the UK, and is accessed by our staff for the purposes set out above.

How long we keep your personal information

We keep our clients' personal data for a period of at least five years after you have ceased to be our client. Law Society of Scotland guidelines state that we will hold client files for a period of at least ten years.

We have a data retention policy that sets out the periods for retaining and reviewing all information that we hold. This sets out different retention periods and you can request a copy by contacting us at Middleton Ross & Arnot, Mansefield House, 7 High Street, Dingwall, Ross-Shire IV15 9HJ.

Your rights

You can exercise any of the following rights by writing to us at Middleton Ross & Arnot, Mansefield House, 7 High Street, Dingwall, Ross-Shire IV15 9HJ.

Your rights in relation to your personal information are:

- you have a right to request access to the personal information that we hold about you by making a "subject access request";
- if you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information;
- you have a right to request that we restrict the processing of your personal information for specific purposes; and
- if you wish us to delete your personal information, you may request that we do so.

Any requests received by Middleton Ross & Arnot will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office at www.ico.org.uk

CANCELLATION FORM

(Complete, detach and return this form ONLY IF YOU WISH TO CANCEL THE CONTRACT)

To:

I/We hereby give notice that I/ We wish to cancel my/our contract for the supply of legal services with reference
(firm to insert reference number, code or other details to enable the contract or offer to be identified)

Contract concluded on _____ *(insert date)*

Signed _____

Full Name/s: _____

Address: _____

Date: _____