



How Contact Law Complies with the Code of Conduct

Tests of Compliance from Solicitors Regulation Authority	How Contact Law Complies and Helps its Partner Firms to Comply
1. Do I always explain the nature of any referral arrangements, and disclose any referral fees, to my client at the outset?	<ul style="list-style-type: none"> • By the time we have contacted you with the client's details, we have already disclosed the presence of a referral fee of 15% of legal fees (case and firm dependent). • We will indicate an average • We also explain that this fee will not be added to the client's bill • We also recommend that our solicitors disclose the nature of the referral fee in the following ways: <ul style="list-style-type: none"> - While discussing fees in the initial client discussions - In the client engagement letter
2. Am I sure that the introducer has also disclosed this information to my client?	<p>You can be sure. We disclose the nature of our referral fees several ways:</p> <ul style="list-style-type: none"> - On our website - In the initial client phone call - In the email we send all new clients
3. Do I know how the introducer obtained the client?	<ul style="list-style-type: none"> • The majority of Contact Law clients are generated through online advertisements which take them to our website. • Some are also generated via partnerships we have with The Sunday Times, Daily Mail Group, etc, or by word-of-mouth from other satisfied clients.
4. Is the agreement between the introducer and the client fair and in the client's best interest?	<ul style="list-style-type: none"> • There is no contract between the client and Contact Law. • Clients are made aware that there is no obligation for them to use an introduced solicitor. • We provide our expertise on the optimal solicitor to use for their case free of charge.
5. Is there anything in my agreement with the introducer which compromises my independence, e.g. choice of advocate, how to deal with the client's money, advice given.	<ul style="list-style-type: none"> • Contact Law does not interfere with the solicitor's existing practices or independence. • We don't comment on a solicitor's choice of barrister or the way they handle client money.
6. Am I able to advise my client independently without fear of offending the introducer and at the risk of losing a valuable stream of work?	<ul style="list-style-type: none"> • Contact Law firms are under no obligation to accept client introductions made. • Our solicitor selection for a client is based on four criteria – expertise, geographic location, funding options and customer service levels. Previous advice given is not considered.
7. Is the introducer regulated by the regulator of claims management services?	<ul style="list-style-type: none"> • Contact Law has been authorised by the Ministry of Justice to operate as a claims management company (number CRM4143). • Only the minority of our business is in the practice areas of law covered by regulations of the Compensation Act.

