

**LOUISE AVRIL WILLIAMS
NOTARY PUBLIC**

Gateway House, Tollgate, Chandler's Ford, Eastleigh SO53 3TG
Mob: 07766 238 431
Tel: 023 8071 8137 (Direct)
Email: louise.williams@moorebarlow.com



TERMS AND CONDITIONS OF BUSINESS FOR NOTARIAL WORK

This document sets out the terms upon which I will act on your behalf as a notary. My contact details are set out above including direct telephone number, mobile telephone and my email address. I practice from the offices of Moore Barlow LLP in Eastleigh. The Eastleigh office is at Gateway House, Tollgate, Chandler's Ford, Eastleigh SO53 3TG. If you need to see me at any other address I am happy to arrange this. Please see below.

Work will be undertaken on a fixed fee basis, which we will agree before we proceed. This calculated at a rate of £ £200 per hour, with a minimum cost per transaction of £150. There is no VAT charged on my fees.

You should allow at least half an hour when making an appointment to see me. My charges will cover the time spent advising you on the telephone or by email in advance of our meeting, time spent at the meeting itself and for attending to any further formalities that need to be observed to properly legalise your documents.

In addition, you will be charged for any disbursements that I incur on your behalf and these will be discussed with you prior to incurring the same. These may include company search fees, Foreign & Commonwealth Office fees, Embassy fees, courier fees and translator's fees, etc, depending upon the nature of the work that you ask me to carry out.

I am happy to visit you to deal with a notarial appointment, but I will charge you for the time spent travelling to and from your premises or other location at my hourly rate plus any travel and parking charges (where applicable).

My fees are payable on collection of the document or delivery of the same to you or to a third party if so, instructed by you. If I have to incur significant disbursements in advance, you will be asked to make a payment for those costs.

At each meeting, as a minimum you will be asked to produce a current passport to confirm your identity as well as evidence of your residential address (utility bill or bank statement in your name will serve for this purpose). If necessary, you may be asked to carry out an electronic identity check which will be charged as a separate disbursement. If you are

signing the document in your capacity as a Director or Company Secretary of a company, I will require evidence of your status to act. This can be achieved either by me undertaking a company search (for which you may be charged) if the company is registered at Companies House, or if you are not a Director or Secretary, by a Minute of a Board Resolution giving you authority to act. If the company is registered overseas, I will need to see the registration and your position within it.

Documents to be sent to a number of countries may require additional confirmation other than the notary's seal. Depending on the type of document and its ultimate destination, it may require a seal from the Foreign & Commonwealth Office and, possibly, the Embassy of the country where the document will be sent. You will be advised of any special requirements.

It would be helpful if you could let me have a copy of any document to be notarised in advance of our meeting.

I will keep a copy of the document that I notarise for you for the period of 12 years. I also maintain a register of names and addresses of my clients but this information is maintained by me and is not passed to any third party.

If I am unavailable for any reason, please email me on louise.williams@moorebarlow.com or leave a message on my mobile telephone number 07766 238 431.

Information for Clients under the Notaries Practice Rules 2019

1. My notarial practice is regulated by the Faculty Office of the Archbishop of Canterbury :

The Faculty Office
1, The Sanctuary
Westminster
London
SW1P 3JT
Telephone 020 7222 5381
Email Faculty.office@1thesanctuary.com
Website www.facultyoffice.org.uk

2. In addition, the Professional Indemnity Insurance held by Moore Barlow LLP, which has a limit of £3,000,000, covers me. If you are dissatisfied about the service you have received please do not hesitate to contact me

3. If we are unable to resolve the matter, you may then complain to the Notaries Society of which I am a member, who have a Complaints Procedure which is approved by the Faculty Office. This procedure is free to use and is designed to provide a quick resolution to any dispute.

4. In that case please write (but do not enclose any original documents) with full details of your complaint to :-

PO Box 7655 Milton Keynes MK11 9NR
01908 803527

If you have any difficulty in making a complaint in writing please do not hesitate to call the Notaries Society/the Faculty Office for assistance.

5. Finally, even if you have your complaint considered under the Notaries Society Approved Complaints Procedure, you may at the end of that procedure, or after a period of eight weeks from the date you first notified me that you were dissatisfied, make your complaint to the Legal Ombudsman, if you are not happy with the result :

Legal Ombudsman
Baskerville House,
Centenary Square,
Broad Street,
Birmingham
B1 2ND
Tel : 0300 555 0333
Email : enquiries@legalombudsman.org.uk
Website : www.legalombudsman.org.uk

If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within six months from the conclusion of the complaint process.

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