

Client Communications Questionnaire

We want to make sure we understand how you would like us to communicate with you. To help us do that, please provide the information requested below, and add any further comments at the end of the form. If you decide not to express a preference then your solicitor will simply contact you as and when appropriate, using their professional judgment.

Please note that, whilst we will endeavour to follow any preferences you express, there may be occasions when we need to communicate with you regardless of your choices here. A departure from these preferences shall not be a breach of our terms of business.

SECTION 1 TO BE COMPLETED BY THE FIRM

1. Your solicitor's contact details:

Name			
Office address			
		Postcode	
Telephone No			
Mobile No			
Email			
Working hours			

If your solicitor cannot be reached please contact:

Name			
Office address			
		Postcode	
Telephone No			
Mobile No			
Email			
Working hours			

2. Your own contact details:

Client 1

Name			
Address			
		Postcode	
Telephone No			
Mobile No			
Email			

Client 2

Name			
Address			
		Postcode	
Telephone No			
Mobile No			
Email			

3. If there is an alternative contact we should use when you are unavailable, please provide their details and confirm whether they are authorised by you to provide instructions.

Name			
Address			
Telephone No		Mobile No	
Email			
Relationship to you		Permitted to give instructions?	

If you have told us that the person named above is authorised to give instructions in your stead then this shall form part of your formal instructions to us and our letter of engagement and terms of business are modified to that effect.

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4. Please tick each means of communication your solicitor may use to contact you:

Phone	
Email	
Video conference	
In writing	
Online portal	
Text message	

5. Timings of communications – please indicate whether there are specific times you would be happy to receive communications from your solicitor. Please note that we cannot guarantee contact with our staff outside office hours.

Office hours only	
Between these times:	

6. Do you have any additional comments or instructions regarding contact with you:

Please return this along with the copy of our letter of engagement signed by you.