

Part 1

1st passage

Ingram Lochee & Exton is a reputable, reliable and forward-thinking UK law firm. In the last ten years we have opened new offices in Dartford and have expanded the range and size of our service teams.

Key facts:

Established in the UK top 40

More than 25 solicitors and legal advisers

Turnover of c£7.2m

Accredited to quality standard ISO 9001

"Gold Standard Award" for Investors in People

Member of the Institute of Customer Service

You can expect strength and depth in each core discipline, together with specialist teams of solicitors who provide cost transparency, business sense, clear reporting and accessibility.

2nd passage

Ingram Lochee & Exton are a reputable, reliable and **forward -thinking** UK law firm. In the last ten **years'** we have opened new offices in **Darford** and have expanded the range and size of our service teams.

Key facts;

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← This section is in 1½ line spacing but should be in double line spacing.

Part 2

DRAFT

Our ref: DJ/typist's initials/MOORCROFT

6 May 2015

Mr J Moorcroft
Moorcroft's Fitted **kitchens** Ltd
Unit 10
New Parks **Industrail** Estate
Garretts Green
BIRMINGHAM
B24 7RF

Dear Mr Moorcroft

DEBT COLLECTION OF £9;585.90 FROM MR CARL REMINGTON

Thank you for your **instuitions** to handle the above matter on your behalf. I and everyone here at Ingram Lochee & Exton will do our best to see that everything **procedes** as smoothly as possible. Our **clients** feedback **state** that we are an **efficient** friendly and reliable **legal** company offering high standards of customer care. We will keep you totally informed of any developments.

RESPONSIBILTY FOR THE WORK

I shall carry out the majority of the work in relation to this matter. However, in my **absense** you can also contact my **secretry**, Elizabeth Carrington, or my colleague, Steve Warner. They will both be familiar with your file and will be in a position to **advise** you and answer your query. In the event that they are unable to help you they will be happy to take a message. I will then get back to you as soon as possible. I note that your **prefered** method of communication is by **email?**

We ask for your co-operation in communicating information to us promptly where **necesary**. It is our aim to offer all our clients an efficient and **affective** service and I am confident that we will do so in this case. **However** should there be any aspect of our service with which you are unhappy you may, in the first instance, raise the matter with me. If the matter is not able to be resolved between **ourselves** you may draw a senior **partners'** attention to the matter. The partner of this firm who will have ultimate responsibility for this matter is Nishad Lochee.

Write the correct answers below

Kitchens
Industrial

£9,585.90

instructions
proceeds
clients' / states
efficient,
legal

RESPONSIBILITY

absence
secretary
advise

preferred
email.

necessary
effective
However,

ourselves
partner's

Write the correct answers below

DATA PROTECTION

We will deal with your information in accordance with our legal obligations as set out under the Data Protection Act 1998.

FEES

Our firm's charges will be claimed from the Defendant. This will be done through the Courts normal procedure. You must be advised, however, that in the event of your losing the case or that the Defendant is unable to pay, you will be totally responsible for payment of our fees. The charges applicable is as set out below:

	£
Our charges	295.00
Disbursements	89.95
VAT	59.00
Court fees	<u>265.50</u>
TOTAL	<u>£709.45</u>

OUR TERMS OF BUSINESS

As confirmation that you would like us to proceed on the bases explained above, I should be grateful if you would sign the enclosed extra copy of this letter and return it to me within seven days. At that stage we will then have entered into an agreement which will mean that our firms' fees (as set out above) will be fixed. Given this agreement, therefore, your rights in law to challenge the amount of our firm's fees will be restricted.

Our opening hours (Birmingham office) are between 0900 and 1730 hours, Monday to Friday.

Your sincerely,
INGRAM LOCHEE & EXTON

Dane Jackson
Solicitor

Enc

Words: 501

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Court's
procedure
advised
are

Disbursements

Font size smaller
basis

days
firm's
above)
agreement
challenge

Yours
sincerely (no comma)

Solicitor

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