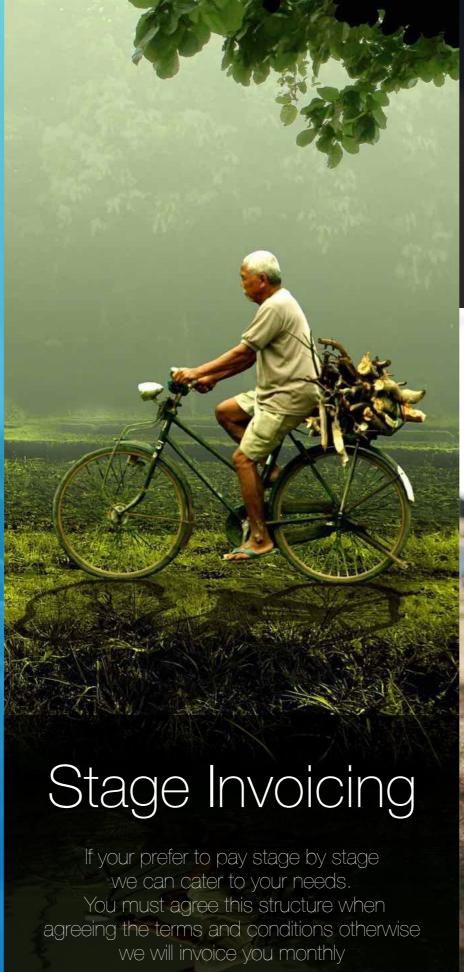




### Hourly Rates

The rates you will be charged are as above. On many matters there will be more than one team member who works on you case, matter or file. A team member will not work on your file without your prior consent. We work collectively to try to get the best result for you. If you only want a certain team member or members to work on your file let us know. Alternatively if you don't want someone to work on your file you must let us know. Files will be checked or supervised by 1 of the partners make sure you are getting the best service. You may be billed for this also. Some of the matters are fixed fees. This only applies to conveyancing and property matters or if a fixed fee is agreed in your initial engagement letter.



## Monthly Invoicing

We invoice all our matters monthly this is usually the end of the month.
Please agree in advance when you would like to receive your monthly invoice.
We will then work your payment schedule around you.



## What we charge for

Dolor sit amet consectetur



Phone Calls

If we phone you to update you on the case we will not charge more that 30 mins a month.

If you phone us for any reason and speak to now of our solicitors you will be billed for the amount of time you spend on the phone.



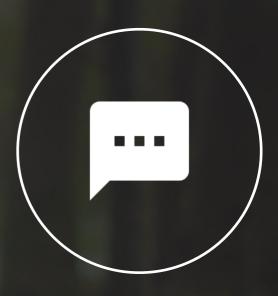
Emails

We will charge you for all emails we send to you and third parties on your behalf. We will not charge you for reading emails we receive from you or third parties



Works on your matter

All substantial works will be billed to the minute. This includes letters, strategising, drafting documents, completing investigations, conferences with you and others.



Text messages & WhatsApp

We will charge you for all Text messages and WhatsApp message that we send to you and third parties.
We will not charge you for reading messages we receive from you or third parties

### Unhappy about your invoice?

If you do not believe that your invoice is correct first of all contact us relaying your concerns billing@immisol.co.uk. If you are still not satisfied and want to *Challenge* our bill apply for a detailed assessment



#### Get a detailed assessment

You can challenge our bill if you think you've been charged too much.

Ask the Senior Courts Costs Office to make a 'detailed assessment' of your bill. They can reduce your bill if they agree it's too expensive.

The detailed assessment will take place at an independent hearing.

Download and fill in request form (N258C). You must also pay a court fee. How much you pay will depend on the size of your solicitor's bill.

### When to apply

You must apply to the court before asking for a detailed assessment. You must do this within **one month** of getting our bill.

If you do not, you can still apply within a year of getting the bill, but the court might ask you to pay part or all of what you owe upfront. You'll get back what you've overpaid if the judge agrees you've been charged too much.

You might also be able to apply if you've already paid our bill or it's been over a year since you got it. You can only do this in special circumstances - you must explain what these are when you apply.

# Unhappy about your invoice?

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### How to apply

Download and fill in 3 copies of Part 8 claim form (N208). You must pay £59. Send a cheque made payable to 'HMCTS' with all 3 copies of your completed form and a copy of your solicitor's bill to:

Senior Courts Costs Office TM 7.12 Royal Courts of Justice London WC2A 211

You can apply to your local District Registry instead if you live outside of London. Apply to your nearest county court if the original case was dealt with by a county court and your solicitor's bill is for £5,000 or less.

https://www.gov.uk/challenge-solicitors-bill