

Christopher Jackson Notary Public Terms of Business

1. Notarial fees

My hourly rate for notarial services (as set out in section 4 below) is £200. This rate may be varied in the case of particularly urgent or complex work or work carried out outside normal weekday office hours.

In straightforward matters, I am happy to agree a fixed fee in advance.

I am not registered for VAT so do not charge VAT on notarial fees.

2. Disbursements

In addition to notarial fees, I charge for disbursements which you ask me to pay on your behalf, such as legalisation agent's and apostille fees and courier charges.

I will normally tell you in advance what the cost of the disbursements will be.

3. Payment

Unless otherwise agreed, I will invoice my notarial fees and any disbursements at the time the document is notarised. Payment is due when my invoice is delivered.

4. My Services

My services include all work undertaken by me from start to finish in connection with the transaction or matter on which I am instructed.

Such services include taking instructions, preparing documents, attendances, telephone calls and correspondence with you and third parties, notarising and copying documents and completing my register and protocol.

My services also include instructing legalisation agents, applying for apostilles and consularisation, arranging couriers and posting documents abroad when instructed to do so on your behalf. These are steps which you may decide to take yourself in appropriate cases.

My responsibility is to ensure that you understand the document or transaction and that you intend to be bound by it.

I do not give legal advice on the document or transaction itself. If you require such legal advice, then you should obtain it from a suitably qualified lawyer in the relevant jurisdiction.

In some cases, I may insist on a translation of a document in a language other than English. If a satisfactory translation cannot be provided then I may decline to notarise the document.

5. Timescales

I will endeavour to see you promptly and at your convenience at my office, usually within 48 hours of being asked for an appointment

I can usually notarise the document or documents when we meet.

I may ask to see the document or documents in advance to check them and to minimise any delay when we meet.

If documents require legalisation afterwards, this generally takes about 7 days by post. The process can be expedited by using a legalisation agent, in which case the timescale is generally 2-4 days.

Consularisation, if required, may take 7-14 days by post depending on the consulate concerned. Again, the process may be expedited by using a legalisation agent, in which case the timescale is generally 2-4 days.

6. My liability

I have professional indemnity insurance cover for up to £2 million, which exceeds the level of cover required by the regulatory body.

I limit the level of my liability to you to £2 million. This limitation does not apply to personal injury or death caused by my negligence.

8. Regulatory and complaint information

I am regulated through the Faculty Office of the Archbishop of Canterbury

I am covered by a formal complaint procedure in the event that a client is dissatisfied with my services.

Please refer to the complaints procedure below.

9. Governing law and jurisdiction

My contract with you is governed by the law of England and Wales.

Any dispute relating to my services shall be subject to the exclusive jurisdiction of the Courts of England and Wales

COMPLAINT PROCEDURE

My notarial practice is regulated by the Faculty Office of the Archbishop of Canterbury at The Faculty Office, 1, The Sanctuary, Westminster, London, SW1P 3JT. Telephone 020 7222 5381
Email: Faculty.office@1thesanctuary.com Website: www.facultyoffice.org.uk

If you are dissatisfied about the service you have received please do not hesitate to contact me.

If I am 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.

In that case please write (but do not enclose any original documents) with full details of your complaint to:- The Secretary of The Notaries Society, Old Church Chambers, 23 Sandhill Road, St James, Northampton. NN5 5LH, Email: secretary@thenotariessociety.org.uk Tel: 01604 758908

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.

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 six months 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, PO Box 6806, Wolverhampton, WV1 9WJ 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 receiving a final response to your complaint **and**
- Six years from the date of act/omission; or
- Three years from when you should reasonably have known there was cause for complaint (only if the act or omission took place more than six years ago)

The act or omission, or when you should have reasonably known there was cause for complaint must have been after 5th October 2010.

*Certain kinds of commercial entities are not eligible to make a complaint to the Legal Ombudsman- please refer to the Legal Ombudsman Scheme Rules or consult the Faculty Office.