
SMALL CLAIMS ADVICE

**The service that helps you resolve disputes
worth £100s to £10,000**

talbots
FOR LAW FOR LIFE

We are here to help you

We know just how big an impact a small claim can have, from a neighbourly fall out, to a lousy boiler fitting. That's why we're here to help you bring a fast and fair resolution to your dispute. This service gives you the chance to have all your questions answered by a specialist solicitor, find out what your rights are, and put your mind at rest for only £99 one off fee.

What you will get...

- One to one meeting giving you access to legal knowledge and advice to help you handle the dispute yourself.
- Expert insight with a chance to find out what's happened in cases similar to yours and an indication of how strong your case is – to help with negotiations.
- Assistance with writing an effective complaint letter.
- Specific help on how the law applies to your situation so you can decide what to do next.
- The straightforward views of a lawyer in plain English, with no legal jargon.
- Advice on the evidence you'll need to prove your case.
- Assistance with preparing for mediation or a court hearing.
- A guaranteed price – with no hidden extra costs.

Legal knowledge, tailored to your individual situation

- Direct legal advice in a local environment, comfortable for you.
- Our services are tailored to your individual needs and we take the time to find out what they are.
- Being local allows you to pop in at any time for a face to face chat with your solicitor without an appointment.
- You can call us, pop in, or go online to www.talbotslaw.co.uk.

Talbots' Expert Advice Meeting

- 45 minutes expert advice from a specialist lawyer.
- Usually a face to face meeting, but can be by phone if more convenient for you. Discuss anything worrying you – money, children and property.
- Find out how similar situations to yours have worked out.
- Suitable if you're still at the stage of thinking about separating or getting a divorce and want to know more.
- Also suitable for those doing their own divorce and who need some expert help.

Here's what will happen

Resolving your dispute

Hopefully with the information and guidance you have received from our Talbots' Expert Advice meeting, you will now be at a stage to resolve your dispute. This can be done in many ways, from sending an informative complaint letter, to starting negotiations with other parties. However, if the other side does not respond or act in a reasonable manner, then you shall at least be prepared for the next steps to take; whether this be using mediation (allowing a middle ground for negotiations) or to go to small claims court.

1

Mediation - the process

Mediation is as an option to help you come to amicable agreements with other parties involved without going to Small Claims Court. A mediator will speak to both sides and help the process come to a close through co-operation and understanding on both sides. It is not an option for everyone, but your solicitor will advise you whether this is an option you can take, sometimes as early as your Talbots' Expert Advice meeting.

2

What happens First?

The first step in this process is that you will be asked to pay a £20 admin fee to Small Claims Mediation (UK) Ltd. You will then be appointed a 'mediator' - an independent person whom shall call you to discuss your case, any documentation you may have sent and also any complaint letters you may or may not have written.

3

Contacting other parties

This process will be done by the Mediator who will try and persuade the other parties involved the benefits of using Mediation rather than you taking them to Small Claims Court. For Mediation to work, it must be agreed by all sides to try mediation.

4

Booking

After discussion and agreement on both sides to move forward with Mediation. A time and date convenient to both sides will be agreed. This will usually take place in the following week, it includes evenings and weekends. You will be asked to pay a further £99 mediation fee (usually for disputes involving up to £5,000). Your initial £20 admin fee will be taken into account in the overall payment.

5

Telephone mediation

For disputes involving up to £5,000, two hours is usually the allotted time needed. The Mediator will contact both parties at the agreed time to start the process. Then they will speak to both of you individually to start and help negotiations. These conversations are strictly confidential and the tape can be stopped in order to allow for breaks. The mediator is completely impartial and will also not judge or assess the legal strength of either case.

6

Binding Agreement

When both sides are happy with an agreement—the mediator will put this into a legal document which you both sign. We are pleased to say that a successful outcome like this is seen in over 80% of cases.

Small Claims Advice

TERMS & CONDITIONS

You:

Your Title: _____ First Name: _____ Surname: _____

Email Address: _____ Telephone No.: _____

Address: _____ Post Code: _____

Us: Talbots Law Ltd authorised and regulated by the Solicitors Regulation Authority (no. 596234). And our trading name is Talbots Law Limited, company number 8058015, registered office 63 Market Street, Stourbridge DY8 1AQ.

- **By accepting these terms and conditions you will be entering into a binding legal contract with us.**
- **In these Terms and Conditions “Us”, “We” and “Our” means Talbots Law Ltd and “You” and “Your” means you, the person agreeing to these Terms and Conditions.**
- **You must be aged 18 or over – otherwise you must ask an adult to consider accepting these terms on your behalf.**

1. What you are buying

- For the fixed cost of the service you select below (including VAT) you are buying the right to the Small Claims Advice service (SCA).
- It will be provided to you by one of our lawyers, who is a specialist in the general area of law but not necessarily having previous experience of your particular legal problem or situation.
- It can be arranged to take place when our offices are open during our usual office hours between 9am and 5pm, Monday to Friday.
- It will last for the time allocated for the service you select below.
- You will have the right to arrange your SCA for six months from the date you pay for the service.
- Once you have paid, your money is not refundable (subject only to your rights under clause 36).
- You cannot pass the right to the SCA to someone else without our agreement and they will also have to agree to these terms and conditions.
- It is an important condition that you understand and accept the nature and limitations of the SCA service.
- Benefits of the SCA service
- You can use our Free First Advice service, to provide background information in advance – to maximise the use you get out of the advice meeting.
- As part of the SCA service, the lawyer will express his or her view as to how the law affects you based on their general knowledge and experience of the area of the law.
- You can use the time to explore the legal options available to you, with the lawyer answering your questions and addressing your worries.
- You will receive expert insight based on the lawyer’s experience of the area of law, this could include advice on the strength of your case, the evidence you would need to gather and the realistic value or award you might achieve at court.
- You can use the service to help you decide what further action to take – either on your own or by instructing a lawyer. This may include advice on whether your dispute is suitable for mediation.

- You will receive practical advice in plain English. With any legal jargon explained.
- You can choose to use the time perhaps to receive help with writing a complaint letter or completing a legal form or document.
- We aim to leave you knowing more about where you stand and how to get the best out of the legal system.

2. Limitations of the SCA service

- The advice given by us is limited to what can be achieved in the time allocated for your selected service.
- The advice is only available for legal issues governed by the laws of England and Wales.
- The service is not the same as instructing a lawyer to spend all the time needed to find out all the relevant facts from you, your documents and any other party and then providing comprehensive and specific advice, which could take several hours.
- The advice given is based on the information you provide in the limited time available.
- Given the limited time, the advice will be not be comprehensive but should leave you more knowledgeable of the general area of law, even though it may not solve your problem.
- The advice will be of a general nature, based on the lawyer’s general experience of the area of law.
- The lawyer will not have the time to conduct a detailed review of any documents you provide. The telephone service is not designed for cases requiring a review of documentation.
- The lawyer will not be able to test the strength of the evidence of any witness or the opponent.
- The lawyer will not be able to conduct further enquiries or investigations as part of this service.
- The lawyer will only be able to take account of the facts and evidence provided by you.
- If you do not provide the full story or miss out any facts or evidence that goes against you then the lawyer will not be able to take these matters into account when advising you. So, if there is something important or relevant you think we should know (even if it is unhelpful to your case) it is important you tell us.

Small Claims Advice

TERMS & CONDITIONS

- (l) The lawyer will not have time to undertake research of relevant case law or statutes.
 - (m) If you ask us to help you write a letter or complete a form, this will be in your name and cannot be on our headed notepaper.
 - (n) If we provide you with any written summary of options available or action plan or draft letter during the SCA, this is strictly subject to these terms and conditions and can only be treated as a general overview based on what you told us in the limited time available.
 - (o) With the SCA service, you will not be represented by us. Instead the SCA is limited to a one-off session of legal advice, without the costs associated with instructing us to take on your case or transaction.
 - (p) However, after the SCA service you may decide to go onto instruct us, but that is separate from this SCA.
- 3. Feedback and your right to make a complaint**
- (a) We are passionate about providing new and innovative legal services that are better than traditional law firms at meeting your needs.
 - (b) If you have any feedback on this service (even if it is a complaint) we would like to hear from you. Please contact info@talbotslaw.co.uk who will put you in touch with our compliance and complaints officer, Zakida Bi. Her email is zakidabi@talbotslaw.co.uk. She will provide you with full details of our complaints handling procedure.
- 4. General terms and conditions**
- (a) Where the services set out in this agreement take place by telephone or by video conference (rather than in person) you have the right to cancel this agreement for 14 days from the date you accept the terms of this agreement and request a refund. This applies as long as you do this before the service is provided to you. You can do this by emailing us at info@talbotslaw.co.uk.
 - (b) We reserve the right to end the SCA promotion or alter these terms and conditions at any time, on giving you reasonable notice. This might be for legal, regulatory, business or policy reasons. If you go on to use the SCA following such a change, then you will be considered to have accepted the updated terms and conditions.
 - (c) We reserve the right to either not provide the SCA to you (in which case we will refund the payment made within 14 days of notifying you) or to delegate the legal work to a lawyer employed by another Talbots firm of solicitors. This might be for reasons such as availability, expertise, conflict of interest or your convenience.
 - (d) In addition to providing the SCA, the data collected by us from you in booking your SCA, where you agree, will only be used for the purposes of referring you to Small Claims Mediation (UK) Limited or for letting you know about the legal services, updates on legal matters and changes in the law; together with special offers offered by us and our partner businesses. The data will not be provided to any other third party.
 - (e) These terms and conditions shall prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.
 - (f) These terms and conditions replace all previous versions, are correct as of 28 March 2014 and shall be governed by and construed in accordance with the laws of England and Wales, and any disputes will be decided only by the English and Welsh courts.

To book a £99 Talbots' Expert Advice meeting lasting up to 45 minutes to discuss your issue, please sign and date below.

Signature: _____ **Print Name:** _____

Date: _____

Talbots Law Ltd: _____

Date: _____

Who are Talbots Law?

We are lawyers, we are local and we are here to assist you.

Talbots Law Ltd are your local solicitors with 7 branches across the West Midlands and Worcestershire. We are always striving to offer our customers the most professional and valuable service for a price reasonable to you.

We promote a **Law for Life** service unlike any other and see our clients not as customers but as life long friends. We provide a service you can trust and hope that in return you will choose us again.

We provide a variety of services ranging from:

- Trusts & Estates
- Wills and Probate
- Family Law
- Crime
- Conveyancing
- Dispute Resolution
- Residential Services
- Business Services
- Wills and Probate
- Trusts and Estates
- Mediation
- Personal injury
- Medical Negligence

And many more... to find out more about other services that Talbots provides, please call 0800 118 1500 or email info@talbotslaw.co.uk and talk to one of our expert legal advisors.

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