Dear Client

Please take your time to read the contents of this letter as it contains important information regarding your instruction.

The service provided by me is that of a Notary Public carrying out all permitted notarial activities including, where appropriate, arranging legalisation of documents and sending them to their final destination. An essential part of a notary’s role is to maintain and keep records. You can view details of how I handle your data on my website <https://notarypublicservice.uk/> or <https://romaniannotary.uk/>

You have instructed me to notarise document/s to confirm their authenticity.

**Price:**

The fee for this transaction will be the price quoted to you in my email.

This fee excludes any other services which you may require (e.g. Apostille, scanning, courier, translations, etc). If you require duplicate original copies of exactly the same document this is charged at £35+VAT.

* Scanning documents before dispatch: Scanning is £10 per document (up to 10 pages).
* Guaranteed next day postal delivery: £40

I am VAT registered my fees are subject to VAT.

The fee for this transaction will be based on my hourly rate of £150+ VAT subject to a minimum fee of £60+VAT,

plus disbursements. The fee charged may include time spent on preliminary advice, drafting and preparation time, making and receiving telephone calls, correspondence written and received in all formats, arranging legalisation and record keeping.

Some documents require legalisation before they will be accepted for use in the receiving jurisdiction by obtaining an apostille through the UK Foreign and Commonwealth Office and, for some countries, additional legalisation is required through the relevant embassy or consulate.

 The cost of legalisation in this matter, including agent’s fees and postage to and from the legalising authority, is £85+VAT for standard delivery which may be up to 5 weeks or £125+VAT for 3-5 clear business days turn-around.

The cost of posting the documents to you/another person designated by you, by signed for 1st class post in the UK is included in the fee quoted to you. International tracked, special delivery depends on where, when and how fast you need it done and this can be quoted to you. **Please note that that transit of documents is always at your risk not my risk.**

Payment can be made by PayPal, cash, card or bank transfer. The bank details are detailed in my terms and conditions which I have sent to you together with the quote. Payment by card incurs a non-refundable 3.5% card surcharge if paid by company card or a card that is not MasterCard or Visa (Amex, for example).

If you pay by PayPal, company card or with a card which is not Visa or MasterCard (e.g. AMEX) then 4.8% will be charged.

Payment of my fee and disbursements is due before I commence work. I may retain the document if payment in full has not been received.

Occasionally unforeseen or unusual issues arise during the course of the matter which may result in a revision of my fee estimate. Examples of this could include where additional documents are required to be notarised, additional translations or legalisations are needed to meet the requirements of the receiving jurisdiction, third party fees are adjusted to reflect external factors such as fuel price changes and so on. I will notify you of any changes in the fee estimate as soon as possible and I shall give you an estimate of the likely time I anticipate will be needed to assist you further.

**Key stages of work**

Some of the typical key stages are likely to include:

1. Logging your personal details onto my Register and these details shall be kept indefinitely.
2. Confirming the authenticity with the issuing body or on the basis of your affidavit
3. Receiving and reviewing the documents to be notarised together with any instructions you may have received
4. Liaising with your legal advisors or other bodies to obtain the necessary documentation to deal with the document
5. Checking the identity, capacity and authority of the person who brought the document to me.
6. Checking with the issuing authorities that the document/award is genuine. In the case of academic awards, this would entail checking with the appropriate academic institutions.
7. Drafting and affixing or endorsing a notarial certificate to the document
8. Arranging for the legalisation of the document as appropriate – if you instruct me to do so
9. Arranging for the storage of copies of all notarised documents in accordance with the requirements of the Notarial Practice Rules 2019

**Timescale:**

Each notarial matter is different and the requirements and timescales will vary greatly (for example see Apostille options quoted). At times my work will depend on another professional’s response/work over which I have no control and as such may delay the work. You will be kept up to date at all times.

Processing times of third parties such as the Foreign and Commonwealth Office, legalisation agents, translating agencies and couriers, etc may also impact timescale estimation.

Occasionally I may not be able to see you within the timeframe you require, or I may decide that I am not able to act for you in which case I will advise you that that is the case and will provide you with the necessary information to locate an alternative notary.

The length of the process of verification of your document (I need to verify your document in order to certify it) depends on how fast the issuing body/authority responds to me (excludes time for Apostille and/or Consular legalisation). I have no control over this and I cannot force them to answer faster. We always call before we send the request for verification. It may help if you call the directly and ask them to answer faster to my email. Some institutions may require that you write and sign an authorisation letter so they can release information to me. I shall let you know if that is the case.

**Redress**

I am insured under a professional indemnity policy for £1,000,000.00. Please **NB** that if the claim exhausts my insurance then you bear (and I do not bear) the loss to the extent that it exceeds the insurance payout. Reckoning the value of my services in comparison to the value of your matter, this limitation of my liability is, in particular where you are a Consumer, not unfair.

**Complaints and Regulatory Information**

1. My notarial practice is regulated through the Faculty Office of the Archbishop of Canterbury:

The Faculty Office

1, The Sanctuary

Westminster

London SW1P 3JT

Telephone 020 7222 5381 Email Faculty.office@1thesanctuary.com Website www.facultyoffice.org.uk

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

3. If we are 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.

4. 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.

5. 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 6 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

P O Box 6167

Slough SL1 0EH

Tel : 0300 555 0333

Email : enquiries@legalombudsman.org.uk

Website : www.legalombudsman.org.uk

6. *If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within one year from the act/omission or within one year from when you should reasonably have known there was cause for complaint*