



Independent Legal Services

Terms of Business

Please read through the terms of business below carefully. Your use of our service assumes that you have read and accepted these terms and conditions.

As a couple you need to be sure that you wish to proceed before you instruct ILS so please both sign and date these TERMS OF BUSINESS and return them to us. We will start work for you as soon as we receive the signed "TOB" and payment dependent on which package you have chosen.

Support and Assistance

We offer an independent checking and drafting service via email. Our service is only suitable for those who have either:

- reached agreement following mediation and who have an Open Financial Statement (**OFS**) and have an agreed Memorandum of Understanding (**MOU**)
or
- who have reached their own agreement in relation to divorce and all financial issues (*which has been recorded in writing and signed*) and who require assistance with their divorce papers and financial documents to be submitted to the court

More information about our service can be found at <http://www.independentlegalservices.info/our-service>

Information we need from you

You will need to provide us with a copy of your **OFS & MOU** or **written agreement**. For those who have not gone through the mediation process we will need a **summary of both your personal and financial circumstances**.

If we are dealing with your divorce, we also need a **certified copy of your marriage certificate**.

We need this information in order to check/draft the documents required dependent on the package you have selected. You will need to be able to scan or send these documents to us as attachments by email. You will also need to print out the documents we send to you by email. You will be responsible for sending your divorce papers and other documents to the court and communicating with the court when required to do so. As you will be acting in person, the judge may have some questions relating to the divorce or the financial issues. This is not unusual and the court will write to you explaining what further information is required.

For full details of the documents and information we will require, please see our website at

<http://www.independentlegalservices.info/information-we-require>



Email communication

We will make every effort to respond to your emails and enquiries within 48 hours (excluding Sundays and public holidays).

Fees

Fees are payable in advance by bank transfer to Caroline Saunders:

First Direct, account number **32313499** - sort code **40-47-61**.

The fees charged for our fixed fee service is charged for that service as a whole and no refund will be payable should you decide not to proceed with all or part of the service for whatever reason.

Customer Service and Complaints

We hope that you never have cause to complain but in the event that you have found some aspect of our service falls below an acceptable standard please contact us with details of your complaint and we will do all we can to remedy the problem.

Name:

Name:

Signed:

Signed:

Date:

Date: