

Our ref:

Thank you for your recent instruction.

In accordance with Co-operatives UK policy and good practice we are required to provide our conditions of engagement and for you to agree to these conditions of engagement before proceeding. Therefore please complete, sign and return the form included in this letter.

Reproduction and Use

The documents provided shall be prepared for the sole use of the party to whom it shall be addressed and should only be used within the context of the instructions under which it is prepared. It may be disclosed to other professional advisers assisting in respect of that purpose. No responsibility is accepted to any third party for the whole or any part of its contents.

Neither the whole nor any part of the document produced on behalf of the organisation or any reference thereto may be included in any published document, circular or statement or published in any way without written approval from Co-operatives UK of the form and context in which it may appear.

Fees

Our Professional Fees for carrying out this instruction will be agreed in advance by both parties. All fees will be agreed prior to undertaking the work requested. We require payment of our fees upon presentation of our invoice. Co-operatives UK accepts payment via cheque, bank transfer or credit card (charge apply), please contact our Shared Services team to discuss your preferred method of payment on 0161 214 1786, VAT will be charged at the prevailing rate. The currency adopted shall be the British Pound (Sterling).

The fee agreed as referred to above shall be a fixed fee, fixed from the date of instruction for a period of six months. Co-operatives UK reserves the right to recover an administrative fee for all work completed by ourselves but not pursued by the organisation. Any administrative fee will reflect costs incurred and time spent on carrying out such work.

We will, on the occasion that such is required, obtain your written approval prior to incurring any disbursements, which are incidental costs over and above those quoted and spent on any existing job.

We understand and will exercise our statutory right to claim interest and compensation for debt recovery costs under the existing late payment legislation if we do not receive payment in accordance with our payment terms.

Complaints Procedure

We would stress that we aim to offer all our clients an efficient and effective service and we are confident that this will be delivered. In order to ensure that all parties are satisfied or should there be any aspect of our service with which you are unhappy with we wish to make you aware that our organisation has a complaints handling procedure, a copy of which can be provided on request.

Any complaint should be forwarded to Helen Barber, Co-operatives UK Secretary and Head of Legal Services, at the office address provided in the letterhead.

Co-operatives UK reserves the right to refuse to undertake work which would in our opinion conflict with any Co-operatives UK policy. Any such decision is entirely at the discretion of Co-operatives UK.

We trust this letter clearly sets out the terms of our instruction.

Co-operative Advice Team

Tel: 0161 214 1778

Email: legal@uk.coop