{{ today() }}

Dear {{ client\_name }}

We would like to thank you for choosing our firm to help you with {{ matter\_description }}. This letter outlines some important information about how we will work with you.

The arrangement we agreed was for an hourly rate of £{{ hourly\_rate }} we estimate, but cannot guarantee, that it will take approximately {{ number\_of\_hours }} hours to complete the work necessary. We are asking for a retainer in the amount of £{{ retainer\_amount }} to be paid into a client account before we begin work. If the work takes longer than anticipated we may ask you to pay an additional retainer. We will notify you in writing if this becomes necessary.

The individual responsible for handling your matter is {{ fee\_earner\_name }} you can contact {{ fee\_earner\_name }} at {{ fee\_earner\_email }} to receive updates on your matter.

If, at any time, you are not happy with how your matter is being handled you can make a complaint by contacting {{ managing\_director\_name }} at {{ managing\_director\_email }} where we will work with you to resolve your issues. It is important to know that regulations require that any complaint you have with our services must be addressed to our firm first and we be given an opportunity to resolve the issue before a formal complaint can be filed with the Legal Ombudsman.

Finally, along with this letter you will find a set of our full Terms of Business, a copy of these terms as well as our privacy policy can also be found on our website.

Thank you again for choosing our firm to assist you.

Kindest regards

{{ signer\_name }}