**Our ref:** *[insert]*

*[Date]*

*[name of your client]*

*[street address]*

*[SUBURB] [STATE] [POSTCODE]*

Dear [*Name*]

**[*description of the matter*]**

Thank you for asking us to act for you. We advise that [*name*] will be handling this matter. Please contact them directly if you have any queries about your matter.

**CONFIRMATION OF INSTRUCTIONS**

We refer to your meeting with our Senior Partner on [*date*]. We confirm your instructions are as follows:

[*summarise the client’s instructions in chronological order, in a series of dot/numbered points. Set out the client’s facts/story logically and succinctly].*

**DOCUMENTS YOU HAVE PROVIDED US**

We confirm that you have provided us with:

* [*sequentially, list all documents that the client has provided to you*]

**CURRENT POSITION**

[*set out an analysis of your client’s legal issue, and if it has contravened any provisions of the ACL and if so which ones and how]*

**ACCC ENFORCEMENT OPTIONS**

If the ACCC believes a company has breached the ACL it may take the following action:

[*Briefly describe the enforcement actions the ACCC can take, focussing on the 3 categories below, in descending order of seriousness:*

* ***litigation*** *(in which court would this occur, and what types of orders can be sought), advise of the relevant limitation period for any court action;*
* ***infringement notices*** *(note which sections of the ACL are infringement notice provisions and which are not in this case, what MML’s options are)*
* ***administrative resolutions*** *outside of court – specifically a s87B Undertaking – why could this be a viable resolution? ]*

**RECOMMENDED OPTION**

Based on your instructions and the materials provided….

*[Considering that MML’s conduct has likely breached the ACL, what are the best solutions and strategies for the client to resolve this issue to preserve its reputation; and what changes can it implement so that it complies with the ACL and can continue trading in Australia. Why would a s 87B Undertaking be the best option for the client?]*

**COSTS**

We estimate that our fees for the representing you in this matter will be approximately $[*insert amount*], plus GST, and disbursements, if the matter resolves outside of court. Should the ACCC initiate proceedings, we will provide you with a further estimate and updated costs agreement.

We confirm that you have been provided with and signed our Costs Disclosure Statement.

**WHAT WE WILL DO NEXT**

Please confirm your instructions for us to:

1. Respond to the ACCC’s letter outlining MML’s position and willingness to come to an administrative resolution
2. Propose a meeting with the ACCC to discuss the matter.

Please contact [*insert your name*] with any questions about this matter.

Yours faithfully

**[*FIRM NAME]***

per: [*insert name*]

[*position*]