

Name: [REDACTED]

Membership no: [REDACTED]

1. Competency: 6

Learning Outcome: 6.2

Provide appropriate information to clients and service users

2. Evidence provided:

Letter to client

3. Outline how the evidence demonstrates you meet the outcome

**Demonstrate understanding of information which must be supplied to clients and provide evidence:** Clients must be kept update to date with cost estimates every 6 months. I therefore send cost update letters to clients every 6 months.

SRA- Chapter 1- Client Care

IB(1.14)- "clearly explaining your fees and if and when they are likely to change."

IPS- 3- Behave with honesty and integrity

"You must inform them fully and honestly about details of costs and complaints procedure."

4. Reflection and evaluation

I understand the importance of providing 6 monthly cost updates as a requirement of the code of conduct and SRA rules that I am bound by and ensure this information is always sent out.

5. Completion date: 17.12.13

6. Signed (applicant) [REDACTED]

7. Signed (supervisor) [REDACTED]

Date: 17.12.13

Date: 17.12.2013.

**STRICTLY PRIVATE & CONFIDENTIAL**

Contact  
[REDACTED]

Direct line  
[REDACTED]

Your ref

Our ref  
[REDACTED]

11 June 2013

Dear

**Your potential dental negligence claim**

In accordance with Professional Practice Rules I am writing to let you have up-dated details about the costs position in respect of your case.

As at today's date the costs incurred in pursuing your case were as follows:-

Profit costs	[REDACTED]
V.A.T. @ 20%	[REDACTED]
Disbursements	[REDACTED]
V.A.T. where applicable	[REDACTED]
Counsel's fees	[REDACTED]
V.A.T.	[REDACTED]
<b>TOTAL</b>	[REDACTED]

It is not easy to provide details of the final fees but they are unlikely to exceed:-

Profit costs	[REDACTED]
V.A.T. @ 20%	[REDACTED]
Disbursements	[REDACTED]
Counsel's fees	[REDACTED]
V.A.T.	[REDACTED]
<b>TOTAL</b>	[REDACTED]

As you know under our Terms of Business the current hourly rate chargeable in respect of professional fees amounts to [REDACTED]. We are entitled to review this annually.

Provided that the claim is successful you will be entitled to an Order for costs from the other side. We shall do our utmost to recover the costs in full but remember that the other side

only have to pay for those costs reasonably incurred in the conduct of the action. Thus they do not have to pay for duplicated work, unnecessary telephone calls or attendances and unjustified opinions from experts or Counsel.


Because your claim is being pursued under a Conditional Fee Agreement you are not liable to meet our costs if your claim does not succeed.

If you have any specific queries about the costs incurred to date please do not hesitate to telephone me or make an appointment to discuss the matter further. **This letter does not constitute a Bill for payment by you at this time.**

If you do not have any queries then I will update you on the costs position in about six months time.

Kind regards.

Yours sincerely

  
Trainee Legal Executive