

Referral Fees – Information For Conveyancing Clients

What are referral fees?

For a number of years solicitors have been permitted by their professional rules to pay fees commonly known as referral fees to people or companies who provide work or leads to their business.

Who do you pay?

In the conveyancing sector we have used these rules to pay property professionals e.g. estate agents and financial advisers a fixed fee for each new client who successfully completes a transaction we deal with. As a firm some of our work comes from estate agents and financial advisers who receive payment and some who do not receive payment. It is also important to note we do not simply purchase work from third parties, our current referral arrangements have grown in every case from existing contacts. Ultimately we only receive referrals (paid or not) because the referrer is happy with the service we provide to their customers or clients.

Why are you telling us?

We are required under our Professional Rules to notify you of any payments this firm makes to referrers. We need to make this information available to you in writing. We will include information where we know there is a referral in our quote and client care information. You can also check for information on our Professional Rules on the Solicitors Regulation Authority website www.sra.org.uk

How much do you pay?

Please see the client care letter for details of the fee we pay per transaction. This may be paid to the referrer or anyone employed by them for example, in the case of an estate agents we may not pay the firm but pay an individual negotiator working for them at their request.

We always pay a fixed fee for the introduction so it does not matter the value of the transaction or legal fees involved.

Are there any other financial or other incentives given to your referrer?

In addition to any financial disclosure we are also obliged to inform you of our overall relationship with the referrer including any other relevant information. It is likely that we may provide free or discount legal advice to the referrer or their associates/family however we do not have any formal arrangement to do this.

Will I be treated differently?

It is very important that we stress that this referral arrangement will not affect our professional approach to your transaction. We will only act for you and your best interest at all times. We do not act for the referrer and will not do anything that would influence the advice we give you because of this relationship. Any advice we give will be independent and you are free to raise questions on any aspects.

We also confirm that any information disclosed to this firm by you will not be disclosed to the introducer/referrer unless you consent.

We hope by addressing this information we can reassure you of the professional view this firm takes in all matters. In light of this we hope this will make your decision whether or not to instruct this firm an informed one.

If you have any further queries or require further details about our service please contact Mark Sadler at kenneth elliot + rowe on 01708 757575 or email: mbs@ker.co.uk. All enquiries are treated in confidence.