

REGULATION

1. **Solicitors Regulation Authority**

We are regulated by the Solicitors Regulation Authority who have primary responsibility for overseeing our compliance with all applicable legislation, including The Solicitors Code of Conduct 2007. The Solicitors Regulation Authority are at Ipsley Court, Barrington Close, Redditch B98 0TD, telephone 0870 606 2555; www.sra.org.uk.

2. **The Legal Complaints Service**

The Legal Complaints Service has the power to adjudicate upon any complaint which you may have in respect of the service provided to you by this firm. The Legal Complaints Service can be contacted at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE, telephone 0845 608 6565; www.legalcomplaints.org.uk. Any complaint to The Legal Complaints Service must usually be made within 6 months of the date of our final decision on your complaint.

From a date still to be determined in the latter part of 2010, the duties of The Legal Complaints Service will be taken over by the Office for Legal Complaints (The Legal Ombudsman), telephone 0121 503 2930; www.officeforlegalcomplaints.org.uk.

3. **Insurance**

Our primary professional indemnity insurance is provided by AIG UK Limited of the AIG Building, 58 Fenchurch Street, London EC3M 4AB. Our policy number is 0034013096, and our cover is up to £3,000,000 arising from loss resulting from any claim for any civil liability on the part of this firm which arises from its performance of or failure to perform legal services. There is no geographical limitation to our cover.

February 2010