

Pricing & Service Information

Debt Claims

Debt recovery up to the value of £100,000;

- We charge £750 + VAT on average for this work if it remains uncontested.
- We charge £ 3,500 - £12,000 + VAT on average if the matter is contested.
- We can also act on a conditional fee basis and charge 10 to 30 % of the claim if it settles before any court proceedings are necessary.
- We can also arrange an insurance policy to recover costs and disbursements in certain legal proceedings to provide cover for costs awarded against you and your disbursements. We can provide further details on request.
- This estimate is just an average price based on recent instructions; the actual cost to you will depend on a number of factors which we will discuss with you if you decide to instruct us.
- The charge is based on our average hourly charging-rate of £165 per hour, which will vary.
- *We may use conditional fee or damages-based agreements, in which case you will be responsible for paying us 10-30% in addition to our fees as set out above.*
- There may be other costs on top. These are fees and charges we will need to pay on your behalf as part of the process, such as Court fees, counsel's fees, enforcement process fees. They will depend on the level and complexity of your claim but on average are likely to be £2,085 in total, + VAT where relevant.
- In normal cases the expectation will be that the debtor will pay the majority of these costs. However, this may not be possible and if not, you will remain liable for our costs and charges. VAT in particular is not recoverable.
- Our people involved in doing the work will include

Andrew Pay, Partner – andrew.pay@kitsons-solicitors.co.uk | 01392 455972

Heather Buttifant, Legal Assistant – heather.buttifant@kitsons-solicitors.co.uk | 01392 455538

Eleanor Hill, Legal Secretary – Eleanor.hill@kitsons-solicitors.co.uk | 01392 455962

- We understand the commercial imperative involved in dealing with unpaid debts. The work we will carry out will involve
 - Ascertaining the position re: the debt
 - Taking instructions and reviewing documentation
 - Liaison with your debtor and others in an effort to resolve matters
 - Advising you on the most effective legal process, if one is required
 - If necessary, filing documentation at Court
 - Applying for judgment in default
 - Requesting funds from the defendant
 - Representation at any hearing
 - Consequent attendance to ensure the debt is duly paid including advice on any enforcement action
- How long matters take will depend on a number of factors but in simple cases, the matter should be concluded within 3–4 weeks. If enforcement action is required this will lengthen the process.

- Obviously, our fees do not include any external costs and charges that may be incurred as part of the process (e.g. damages, fines, penalties or other liabilities). You will incur further costs if the sum is not paid, and enforcement action is required. You will also be responsible for these items.

Contact Andrew Pay, Partner – andrew.pay@kitsons-solicitors.co.uk / 01392 455972 if you wish to instruct us on your matter.

PLEASE NOTE

We also undertake:

- Debt recovery of higher sums
- Debt recovery on behalf of individuals
- Invoicing & Credit control advice.

Complaints information

You can always give us your feedback.

If you wish to complain about our service, please contact Nicholas Johnson, our Client Care Partner on 01392 455966 or at nicholas.johnson@kitsons-solicitors.co.uk.

We have a complaints handling procedure, which you can read on our website here: www.kitsons-solicitors.co.uk/complaints.

You can always send your complaints to the **Legal Ombudsman**. They can be contacted at www.legalombudsman.org.uk. Please read the conditions carefully.

If you are not satisfied with the outcome of these processes, you can take up the matter with the **Solicitors Regulation Authority**. They can be contacted at sra@complaints.org.uk.