

LOUISA EVELYN TAYLOR

Notary Public

44 Foliat Drive, Wantage OX12 7AL, England

07865531871

louisa@taylornotarypublic.co.uk

Mandatory Information for clients

The service provided by me is that of a Notary Public carrying out all permitted notarial activities including, where appropriate, arranging legalisation of documents and sending them to their final destination. An essential part of a notary's role is to maintain and keep records. You can view details of how I handle your data by referring to my privacy notice which can be found at the end of this document.

Price Information:

Details of my charges are set out below. However, please note that I will request sight of the document(s) to be notarised (together with any related instructions) before I provide a specific quote.

Please note that if I have to make payments on your behalf such as legalisation fees, translator or interpreter fees, or other costs such as travelling expenses, your approval to these will be obtained and you are normally required to make payment in advance of any such amounts.

Charges:

If the matter is simple I will endeavour to charge a fixed fee to include disbursements such as legalisation fees, postage, consular agent fees, courier fees, travelling expenses, translating costs and so on. My minimum notarial fee is £85 plus disbursements.

For more complicated or time-consuming matters the fee will be based on my hourly rate of £170 plus disbursements.

The fee charged may include time spent on preliminary advice, drafting and preparation time, making and receiving telephone calls, correspondence written and received in all formats, arranging legalisation and record keeping.

My fees are not subject to VAT.

Disbursements:

Some documents require legalisation before they will be accepted for use in the receiving jurisdiction by obtaining an apostille through the UK Foreign and Commonwealth Office and, for some countries, additional legalisation is required through the relevant embassy or consulate. Any required fees for legalisation will be recharged to you.

In addition, I may need to incur other expenses in the course of acting for you which may include agents' fees, travel costs, mileage allowance in accordance with HMRC's prevailing rate, postage charges, couriers' charges, bank charges and unusual stationery costs which will all be recharged to you.

Occasionally unforeseen or unusual issues arise during the course of the matter which may result in a revision of my fee estimate. Examples of this could include where additional documents are required to be notarised, additional translations or legalisations are needed to meet the requirements of the receiving jurisdiction, third party fees are adjusted to reflect external factors such as fuel price changes and so on. I will notify you of any changes in the fee estimate as soon as possible.

Service Information

Regulated through the Faculty Office of the Archbishop of Canterbury

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Each notarial matter is different and the requirements and timescales will vary according to whether the client is a private individual or a company and according to the processing times of third parties such as the Foreign and Commonwealth Office, legalisation agents, translating agencies and couriers, etc. Some of the typical key stages are likely to include:

1. Receiving and reviewing the documents to be notarised together with any instructions you may have received
2. Liaising with your legal advisors or other bodies to obtain the necessary documentation to deal with the document (e.g. information from Companies House or foreign registries, powers of attorney etc)
3. Checking the identity, capacity and authority of the person who is to sign the document
4. If a document is to be certified, checking with the issuing authorities that the document/award is genuine. In the case of academic awards, this would entail checking with the appropriate academic institutions.
5. Meeting with the signatory to verify their identity and to ascertain that they understand what they are signing and that they are doing so of their own free will and ensuring that the document is executed correctly
6. Drafting and affixing or endorsing a notarial certificate to the document
7. Arranging for the legalisation of the document as appropriate
8. Arranging for the storage of copies of all notarised documents in accordance with the requirements of the Notarial Practice Rules 2019

Redress

I am insured under a professional indemnity policy for at least £1,000,000.

Complaints and Regulatory Information

I am committed to providing a high quality notarial service and dealing with all my clients fairly.

My notarial services and charges are covered by a formal complaints procedure and if at any time you are dissatisfied with my notarial service or charges, you have the right to make a complaint in accordance with my complaints policy below. Please note that that below complaints information relates only to the services that I provide as a Notary Public and does not relate to the services that I provide as a solicitor on behalf of ClaydenLaw Limited.

1. My notarial practice is regulated through the Faculty Office of the Archbishop of Canterbury:

The Faculty Office
1, The Sanctuary
Westminster
London SW1P 3JT
Telephone 020 7222 5381
Email Faculty.office@1thesanctuary.com
Website www.facultyoffice.org.uk

2. If you are dissatisfied about the service you have received please do not hesitate to contact me.
3. If we are unable to resolve the matter you may then complain to the Notaries Society of which I am a member, who have a Complaints Procedure which is approved by the Faculty Office. This procedure is free to use and is designed to provide a quick resolution to any dispute.

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4. In that case please write (but do not enclose any original documents) with full details of your complaint to :-

The Secretary of The Notaries Society
P O Box 1023
Ipswich IP1 9XB
Email secretary@thenotariessociety.org.uk

If you have any difficulty in making a complaint in writing please do not hesitate to call the Notaries Society/the Faculty Office for assistance.

5. Finally, even if you have your complaint considered under the Notaries Society Approved Complaints Procedure, you may at the end of that procedure, or after a period of 8 weeks from the date you first notified me that you were dissatisfied, make your complaint to the Legal Ombudsman, if you are not happy with the result :

Legal Ombudsman
P O Box 6167
Slough SL1 0EH
Tel : 0300 555 0333
Email : enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

6. If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within one year from the act/omission or within one year from when you should reasonably have known there was cause for complaint.