

## How to book an appointment with Birkett Long?

We understand that sometimes booking an appointment with a lawyer can be a daunting first step. Therefore we offer a number of ways that you can book an appointment with us.

### You can:



**Call the office closest to you:**

Basildon: 01268 502421  
Chelmsford: 01245 658357  
Colchester: 01206 204088  
London: 020 3126 6533  
Europe: +356 23 43 1042



**Send an email:**

[enquiry@birkettlong.co.uk](mailto:enquiry@birkettlong.co.uk)



**Fill in an enquiry form online via our website:**

[www.birkettlong.co.uk/enquiry](http://www.birkettlong.co.uk/enquiry)



**Write to us:**

#### **Basildon office**

Birkett Long LLP  
Phoenix House  
Christopher Martin  
Road  
Basildon  
Essex  
SS14 3EZ

#### **Chelmsford office**

Birkett Long LLP  
Faviell House  
1 Coval Wells  
Chelmsford  
Essex  
CM1 1WZ

#### **Colchester office**

Birkett Long LLP  
1 Amphora Place  
Sheepen Road  
Colchester  
Essex  
CO3 3WG

#### **London office**

Birkett Long LLP  
c/o Lambert Chapman  
9 Perseverance Works  
Kingsland Road  
London  
E2 8DD

#### **European office (Intellectual Property only)**

BL Intellectual Property Malta Ltd  
Junction Business Centre  
1st Floor, Sqaq Lourdes  
Swieqi  
St Julian's  
SWQ 3334  
Malta



### What happens on your initial call?

Once you have made contact with us, we offer a free no obligation 15 minute chat. This time will be used to find out a bit more about you and why you are seeking legal advice. We can then let you know if we can help. At Birkett Long we have a range of lawyers with differing levels of experience and specialisms so we will match your case to the right person. It is also an opportunity for you to decide if you like us! If you do then we can then discuss the next steps, the likely costs involved and set up an initial meeting with you.



### How we communicate with you

We have started an initiative to drastically reduce the amount of printing we do as a firm to lower our environmental impact. Just as importantly, we are improving our service by sending documents via email where possible rather than relying on the post for routine communications, which means our clients get their information more quickly.

Therefore where possible we prefer to communicate with you via email or phone, however we are still able to communicate with you via post if required.

We will also make it clear how often we will communicate with you and that will be based on your needs and preferences as our client. Depending on the matter, some clients may prefer an update once a month in order to keep costs down. Others may prefer to receive more regular communications but this will be agreed with you from the outset.



### Your first meeting

Like many businesses we have changed the way we work since the global pandemic. We are able to offer you meetings virtually and can communicate with you in any way that you prefer. Our lawyers can meet with you via Skype, Video Conferencing (including Zoom and Teams) or Face Time. You can contact any member of the team you are dealing with or reception staff to arrange this.

We are also able to offer face to face meetings. These can take place by appointment only and we have meeting facilities in our Colchester, Chelmsford and Basildon offices.

You can find out more about visiting our offices in our client visiting guide.

During your first meeting with us you will receive a warm and friendly welcome. It should be possible to give you advice at the first meeting and deal with any immediate concerns you may have. More detailed advice can be given once it has been possible to gather any relevant information that isn't available at that first meeting.

After the meeting we will write to you detailing the advice given so you have a record that you can refer to whenever you wish.

Many people just want to seek some preliminary advice and then have some space to think things through and decide if or when they want to take the next step. We will have your file ready to go, if or when you need our further help.



## What's an Anti-Money Laundering check, how is it carried out and why do I have to have one?

We are legally required to carry out Anti-Money Laundering checks against all clients at the start of your relationship with Birkett Long. The checks are to ensure we identify our individual clients or the ultimate beneficial owners of other clients, such as companies and trusts. We need to check you are who you say you are and whether you are a politically exposed person, or a relative or close associate of a politically exposed person. The checks are carried out using our electronic verification and identification software, however we may need to request documentation from you to complete the Anti-Money Laundering checks. We also have to check clients' source of funds and source of wealth. These checks are not a once and for all check and so may have to be undertaken on more than one occasion.



## What's a retainer letter?

A retainer letter sets out the basis of our agreement with you. It details the work to be carried out and will include the name and status of the fee earner dealing with your matter, together with their hourly charge out rate and the name of their supervisor. It will provide you with a cost estimate for the work to be carried out and will set out information on when and how fees should be paid. It will also include an estimate of how long it will take for the work to be completed and details of how either party can end the relationship. The fee earner will also provide you with a cost benefit and risk analysis setting out whether the costs of proceeding are proportionate to the risk. Included in the retainer letter will be information regarding our professional indemnity insurance, complaints procedure and legal aid where appropriate. A copy of our Terms and Conditions of Business and Privacy Policy will be sent with our retainer letter.



## What's an acknowledgement sheet and why do I have to sign it?

An acknowledgement sheet is a document attached to the end of the retainer letter which requires your signature. By signing our acknowledgement sheet you are giving consent for work to proceed on your matter and agreeing to our Terms and Conditions of Business.



## How do I pay?

We have a number of payment options:



### Direct into our bank account:

Account No: 01244019  
Sort Code: 30-92-16  
Account name: Birkett Long LLP  
Reference: Quote the invoice number



### Via our website:

[www.birkettlong.co.uk](http://www.birkettlong.co.uk)

Go to the home page and click on the "pay an invoice" button



### By debit or credit card:

Call 01206 217300



## What happens at the end of my matter?

At the conclusion of your matter, you will receive a letter confirming how long your file/documents will be stored for and, if appropriate, any outstanding issues or future key dates will be highlighted. You will also have the opportunity to complete a survey on the service you have received from Birkett Long.

## Client visiting guide



### You should not attend...

if you are experiencing any symptoms of Covid 19.

## On arrival



### Parking

You can use the car park and can park in the following bays:

- **Colchester** any free space between numbers 20 and 23. We have two disabled bays numbers 24 and 25
- **Chelmsford** any free space between R154 – R163.
- **Basildon** any visitor marked bay at the front of the building.

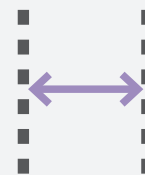


### Entering the office

**In Colchester**, the reception will be opened and manned. All appointments must be pre-booked in advance.

**In Chelmsford**, you will be able to enter the building's main reception where you will be directed to Birkett Long's reception. You can push a button and a colleague will be able to assist you. All appointments must be pre-booked in advance.

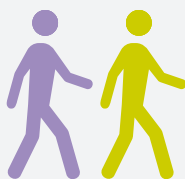
**In Basildon**, you will be able to enter the building's main reception, where you will be asked to wait whilst reception calls through to Birkett Long's main office who will assist you further. All appointments must be pre-booked in advance.



### Social distancing

You are able to socially distance if you prefer.

## In the office



### The person you are meeting

You will be led by the person you are meeting to an appropriately sized meeting room where you will be able to socially distance if you prefer.



### One-way system

We are following a one-way system around the building.



### Leaving the building

You will be shown out of the building by the person you are meeting.

## Client visiting guide



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## Hygiene



### When you arrive

You will need to follow the hygiene measures in place upon arrival and use the hand sanitiser on entering the offices.



### Face masks

We want you to feel comfortable in our offices so wearing a face mask is a personal choice.



### Before leaving

You will be asked to use the hand sanitiser before exiting the building.

## Your meeting



### Client meetings

Client meetings will be by appointment only.



### Signing documents

Should you need to sign something, we will provide pens, but if you wish to bring your own please do.



### Refreshments

We are able to provide refreshments, but you are welcome to bring your own drink.