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Introduction

At Debt-Claims Solicitors, we believe that debt recovery should be cost effective and where possible, your costs should be recoverable. We consider it critical that instructions are actioned immediately, giving you the best possible chance at recovering what is owed to you. In line with this, we have a clear fixed-price structure for all key stages of debt recovery across England and Wales, and the rest of the United Kingdom – and with the Debt-Claims Portal, the majority of instructions are actioned immediately.

Whilst Scotland and Northern Ireland are part of the United Kingdom, issuing proceedings against debtors in those domiciles may be subject to contractual clauses on jurisdiction, which may require us to work alongside partner law firms in the respective countries. We have exclusive arrangements in place to ensure that we can offer you this complete service.

Going that step further, for international debtors, we have partnership arrangements with firms that work across the globe and that allow us to offer debt recovery services in almost every country in the world.

You can read more about the different stages of debt collection here.

Fees and Recoverable Fees

Where we refer collectively to fees or costs, this can include Our Fees, Court Fees, and Disbursements. Where required, we refer to the specific fee to offer clarity on what will be charged.

Throughout this document, we refer to recoverable fees, costs, or disbursements. Whilst various legislation and Court rules allow for certain costs to be recovered, they are ultimately subject to a judge's decision and can be challenged. Therefore, you should only consider these as a guideline as to what is generally recoverable and it should not be taken that you will always recover these amounts. Similarly, where an order is made for your costs to be recovered (for example) this may require enforcement action to be taken in order to recover them.

Our Fees are subject to VAT at the prevailing rate. Court Fees generally do not attract VAT and Disbursements (third-party costs) are shown inclusive of VAT. Any exceptions to this will be noted as appropriate in this document. VAT is not usually recoverable on most of Our Fees.

All prices quoted are subject to instructions being submitted to us via the Debt-Claims Portal. Instructions received outside of the Portal, or instructions requiring our assistance to submit will be charged at our normal hourly rates.

Whilst we have taken every care to list fees as concisely as possible, there is always the possibility that any action becomes protracted which may incur further fees.

If Our Fees change at any point, notice will be sent to you as appropriate. Court Fees and Disbursements are subject to more regular change and where possible, we will update you ahead of time. However, this may not always be possible due to the nature of legal work and the various third-parties and agents that we work alongside. In the event that Court Fees or Disbursements change in the course of a matter, we will charge you the same as what we are being charged by the provider. Our Fees, however, will not change throughout a matter.

Fair Usage, Updates, Advice and Consultation Policy

All updates will be provided to you via the Debt-Claims Portal (on litigated files, we may opt to email or call you) and if there is no update, on the Portal, it is because we have no update for you. We have regular reminders and tasks to chase Courts or other agents for updates and in order for us to continue to operate speedily and as cost-effectively as possible, we will not respond to emails or messages on the Portal asking for updates or next steps. Similarly, if you contact us by phone, we reserve the right to charge you.

Answers to the most commonly asked questions can be found on our Portal or website, or within this document. Next steps will be set out on the Portal and if we require instructions, you will be able to provide these on the Portal. The fixed fee that we charge you to carry out an instruction (for example, to issue a mo claim) is solely to take that action, it does not include ongoing advice or discussions. If you wish to discuss a matter (that isn't already charged at hourly rates) then you can book a consultation via the Case Management screens.

Any correspondence we receive from you that is not in accordance with the above will be charged at our normal hourly rates and an invoice will be raised at appropriate intervals, via the Portal.

Our Policy on these points is not there to prevent meaningful communication, but to manage expectations regarding what is included in the fee that you pay us.

Responses received from debtors or third-parties will be updated on the Portal. We reserve the right to charge you for correspondence we receive from debtors outside of the Portal, at our normal hourly rates.

Terms and Conditions, Data Protection, Legal Notices and Security

Terms and Conditions

You can view our Terms and Conditions here.

Data Protection and Privacy Policy

We use the information you provide primarily for the provision of legal services to you and for related purposes. Our use of that information is subject to your instructions, the Data Protection Act 2018, General Data Protection Regulations 2018 and our duty of confidentiality.

Please note that our work for you may require us to give information to third parties such as auditors, expert witness, courts and other professional advisers.

We may from time to time send you information that we think might be of interest to you. If you do not wish to receive that information please unsubscribe or notify our office in writing.

For further information please click here to read our Privacy Policy.

Legal

Askews Legal LLP (trading as Debt-Claims) is a body authorised and regulated by the Solicitors Regulation Authority.

The Solicitors Code of Conduct can be accessed here.

Security and Compliance

You can view our Security and Compliance information here.

Pre-Legal Actions (United Kingdom)

Before beginning a money claim for money owed to you, you need to comply with the Civil Procedure Rules (CPR). These rules provide that at a minimum, a Letter Before Action (LBA) must be sent to the debtor, setting out your claim and how to remedy it. Additional correspondence can also be sent. There is no requirement to instigate court proceedings following pre-legal action and pre-legal letters can also be sent prior to any insolvency proceedings.

Fees and costs for pre-legal actions are generally not recoverable as a standalone right. However, you may have contractual or statutory rights to recovery these, along with interest and compensation.

Our pre-legal actions are suitable for debtors that reside anywhere within the United Kingdom, however, if you require court proceedings for a debtor outside of England and Wales and where jurisdictional clauses apply, further pre-legal actions may be required.

Late Payment Demand (LPD)

An LPD is a short and informal letter, often sent prior to an LBA, that is aimed at getting early payment from your debtor. It is non-threatening and aims to recover the debt in a way that avoids legal proceedings or hampering any relationship between you and the debtor.

Basic Fees

These charges apply when sending an LPD one debtor by the method detailed in the table. Once you have instructed us, you get free unlimited access to the Debt-Claims Portal and case management system, which includes a two-way messaging system with the debtor, along with easy points of escalation and additional actions.

| Debt Value | Our Fee (by email) | Our Fee (by post) | Our Fee (by post and email) |
|-------------------------|--------------------|-------------------|--------------------------------|
| Up to £499.99 | £3.00 | £6.00 | £8.00 |
| £500.00 - £999.99 | £4.00 | £7.00 | £10.00 |
| £1,000.00 - £4,999.99 | £5.00 | £8.00 | £12.00 |
| £5,000.00 - £9,999.99 | £6.00 | £9.00 | £14.00 |
| £10,000.00 - £24,999.99 | £7.00 | £10.00 | £16.00 |
| £25,000.00 - £49,999.99 | £8.00 | £11.00 | £18.00 |
| £50,000.00 - £99.999.99 | £9.00 | £12.00 | £20.00 |
| £100,000.00 plus | £10.00 | £13.00 | £22.00 |

Additional Addresses

If required, at the time of instructing us, Our Fee for sending a copy of the LPD to an additional postal address is £5.00 and an additional email address is £0.50. There is no limit on the number of postal or email addresses that we can send a copy of the LPD to.

Additional Debtors

You can send an LPD to as many additional debtors as required. Our Fee for each additional debtor is the same as for the first debtor.

Outbound Phone Call

When submitting an instruction for a LPD to us, you can also instruct us to make a phone call to the debtor to further chase the debt. Our Fee for making a phone call is £15.00 and you can instruct us to make several calls if required.

Additional Actions

From the case management screen after you have submitted an LPD, we have several additional action letters. These letters cover scenarios such as payment plans or settlement letters and Our Fees for these services are below. Details of when the letter would be appropriate are set out on the Portal. For each of these additional letters, you can send them to multiple debtors (chargeable as below per each debtor) and to an additional postal address for £5.00 and to an additional email address for £0.50.

| Letter Type | Our Fee (by post) | Our Fee (by post and email) |
|-------------------------|-------------------|-----------------------------|
| Letter Chasing Balance | £20.00 | £23.00 |
| Settlement Offer | £20.00 | £23.00 |
| Payment Plan | £20.00 | £23.00 |
| Letter r.e. Insolvency | £20.00 | £23.00 |
| Letter r.e. Dissolution | £20.00 | £23.00 |

Debtor or Third-Party Response

The LPD instructs the debtor to respond to you online, via an online response Portal. You can then respond to the debtor and provide any additional documents or discuss payment arrangements as required – we do not charge for this.

Letter Before Action (LBA)

An LBA (or a Letter of Claim as it is also known) is a formal letter that must be sent prior to beginning Court action and it must be written in accordance with the CPR. Certain response times and contents of the letter differ depending on the entity of the creditor and debtor, and the type of debt. These variables are calculated automatically via the Portal. An LBA cannot be sent by just email.

You can read more about what an LBA is here.

Our LBAs cover letters to companies (organisations), sole traders and individuals. If the Pre-Action Protocol for Debt Claims (PAP) applies, our Portal will automatically recognise this and ask you for any additional information required, along with providing a response pack for the debtor.

You can read more about what the PAP is here.

Basic Fees

These charges apply for writing to one debtor, by either post, or post and email.

| Debt Value | Our Fee (by post) | Our Fee (by post and email) |
|-------------------------|-------------------|-----------------------------|
| Up to £9,999.99 | £25.00 | £30.00 |
| £10,000.00 - £24,999.99 | £35.00 | £40.00 |
| £25,000.00 - £49,999.99 | £45.00 | £50.00 |
| £50,000.00 - £99.999.99 | £55.00 | £60.00 |
| £100,000.00 plus | £65.00 | £70.00 |

Extra Pages

If the total page count of the LBA exceeds 40, then we will charge you an additional £4.00 per debtor per address to cover increased printing and postage costs.

Additional Addresses

If required, at the time of instructing us, Our Fee for sending a copy of the LBA to an additional postal address is £5.00 and an additional email address is £0.50. There is no limit on the number of postal or email addresses that we can send a copy of the LBA to.

Additional Debtors

You can send an LBA to as many additional debtors as required. Our Fee for each additional debtor is the same as for the first debtor.

Outbound Phone Call

When submitting an instruction for a LBA to us, you can also instruct us to make a phone call to the debtor to further chase the debt. Our Fee for making a phone call is £15.00 and you can instruct us to make several calls if required.

Additional Actions

From the case management screen after you have submitted an LPD, we have several additional action letters. These letters cover scenarios such as payment plans or settlement letters and Our Fees for these services are below. Details of when the letter would be appropriate are set out on the Portal. For each of these additional letters, you can send them to multiple debtors (chargeable as below per each debtor) and to an additional postal address for £5.00 and to an additional email address for £0.50.

| Letter Type | Our Fee (by post) | Our Fee (by post and email) |
|-------------------------|-------------------|-----------------------------|
| Second LBA | £20.00 | £23.00 |
| Letter Chasing Balance | £20.00 | £23.00 |
| Settlement Offer | £20.00 | £23.00 |
| Payment Plan | £20.00 | £23.00 |
| Letter r.e. Insolvency | £20.00 | £23.00 |
| Letter r.e. Dissolution | £20.00 | £23.00 |

Debtor Response

The LBA instructs the debtor to respond to you online, via an online response Portal. You can then respond to the debtor and provide any additional documents or discuss payment arrangements as required – we do not charge for this.

Pre-Legal Actions (International)

Where you have a debtor that resides in any country outside of the United Kingdom, we have an international debt recovery service – this consists of two elements.

The first is an international LBA which can be posted by us across the globe. It is written in English and in accordance with English/Welsh law.

Alternatively (or following an international LBA) you can instruct us to take international debt recovery action where our partners across the world will pursue the debtor for the sums that they owe to you.

Letter Before Action

Our international LBA is written in accordance with the Civil Procedure Rules and is only sent out in English, however, you can add debt values of different currencies and their GBP equivalent. You are not able to escalate an international LBA to a money claim.

| Debt Value | Our Fee (by post) | Our Fee (by post and email) |
|-------------------------|-------------------|-----------------------------|
| Up to £9,999.99 | £50.00 | £55.00 |
| £10,000.00 - £24,999.99 | £55.00 | £60.00 |
| £25,000.00 - £49,999.99 | £60.00 | £65.00 |
| £50,000.00 - £99.999.99 | £65.00 | £70.00 |
| £100,000.00 plus | £70.00 | £75.00 |

Extra Pages

If the total page count of the international LBA exceeds 40, then we will charge you an additional £10.00 per debtor per address to cover increased printing and postage costs.

Additional Addresses

If required, at the time of instructing us, Our Fee for sending a copy of the international LBA to an additional postal address is £10.00 and an additional email address is £0.50. There is no limit on the number of postal or email addresses that we can send a copy of the international LBA to.

Additional Debtors

You can send an international LBA to as many additional debtors as required. Our Fee for each additional debtor is the same as for the first debtor.

Debtor Response

Our international LBA instructs the debtor to respond to you online, via an online response Portal. You can then respond to the debtor and provide any additional documents or discuss payment arrangements as required – we do not charge for this.

International Debt Recovery

As an alternative to (or following) an international LBA, you can instruct us to begin international debt recovery. For this service, we partner with other businesses who offer debt recovery across the globe who will pursue the debt via various means. This includes letters, calls, emails and texts. Our agents will provide updates at least once a month, or more regularly if instructions are needed. Any payments from the debtor will be directed to you.

Our Fee for international debt recovery is calculated as a percentage of any debt recovered following our instruction. If no debt is recovered, then there is no fee to pay, so it is simply a no-collection no-fee process.

Our Fee is usually a total of 20% of the debt value for debts over £2,000.00. This includes the fee that we pay to our agent for their efforts in collecting the debt. Our Fee may vary depending on different factors, such as debtor country, value of debt, and whether the debtor is a business or individual. If the debt value is less than £2,000.00, Our Fee is fixed at £400.00 on a no-collection no-fee basis. We will charge Our Fee following any successful recovery (irrespective of the value recovered).

As various factors can affect Our Fee percentage, following your enquiry via our portal we will set out what Our Fee will be on any prospective matter.

Prior to starting an international debt recovery matter for you, we are required to carry out Anti-Money Laundering (AML) checks. Our Fee of £30 applies to AML checks, these may be required to be refreshed at certain intervals during your time as our Client.

We will require some money on account towards Our Fee in order to cover our agents' fees in the event of a successful recovery. Usually, we will require 15% of the debt amount (or £300.00 if the debt is less than £2,000.00) on account, however, we will confirm the exact amount required when we provide a quote. If collection is successful, then we will invoice you Our Fee, less the money held on account. If collection is unsuccessful, we will refund the money on account. The AML is non-refundable in any event.

On occasion, our agents may advise to take legal action against the debtor after their collection efforts. In these occasions, this will be a bespoke case-by-case quote which we will provide to you.

Money Claims (England or Wales)

Where you have complied with the pre-legal requirements and you have not been paid, you can submit a money claim to the Court, with a view to obtaining a County Court Judgment (CCJ). If you have sent your own LBA and you are satisfied that it meets the requirements of the Civil Procedure Rules, you do not have to send another LBA from us. However, you should be aware that the Defendant could query this when a claim is issued against them as it may cause some confusion to them as to whether you (or the Claimant) are acting in person or represented by Debt-Claims Solicitors.

We would always recommend that you send an LBA via Debt-Claims in addition to your own, to ensure compliance with the relevant rules.

All money claims in England and Wales are issued by the Civil National Business Centre (CNBC).

Money Claims Online (MCOL)

Issuing Proceedings

Where the debtor resides within England or Wales and there are a maximum of two Defendants and the total debt value is no more than £99,999.99 (including any interest and compensation) we can submit claims online to the Civil National Business Centre (CNBC). This is the quickest way to issue claims and obtain a CCJ.

Claims to the CNBC are typically issued one business day following submission and served on the Defendant by the Court. The date of service is calculated as the fifth day after the claim was issued. If the Defendant does not respond or pay the claimed amount in full within 14 days of service (if the 14th day is a non-business day, the Defendant is afforded an additional day) then you can request a default CCJ. A default CCJ means that the Court make an order that the Defendant must pay you in default of any response by them, to the claim.

The Defendant can file an Acknowledgement of Service within the 14 days, which gives them an additional 14 days to respond to the claim.

The recoverable amounts listed below are automatically added on to the claimed balance. These fees are for claims consisting of basic particulars of claim and with no review or specific advice being provided.

For all claims of £10,000.00 or above, we will (when you submit the claim) recommend that our Commercial Litigation team review and advise (irrespective of whether there is a dispute or not). It is not mandatory that you instruct them to review, but it is advisable.

Any review and subsequent work by Commercial Litigation will be charged at their hourly rates.

| Total Claim | Court Fee Recoverable Amount | | Our Fee Recoverable Amount | | Total Costs Total Recoverable Amoun | |
|-------------------------|-----------------------------------|----------------------|---------------------------------|---------|--|---------------------|
| £25.00 - £300.00 | £35.00 | £35.00 | £50.00 | £50.00 | £85.00 | £85.00 |
| £300.01 - £500.00 | £50.00 | £50.00 | £50.00 | £50.00 | £100.00 | £100.00 |
| £500.01 - £1,000.00 | £70.00 | £70.00 | £70.00 | £70.00 | £140.00 | £140.00 |
| £1,000.01 - £1,500.00 | £80.00 | £80.00 | £80.00 | £80.00 | £160.00 | £160.00 |
| £1,500.01 - £3,000.00 | £115.00 | £115.00 | £80.00 | £80.00 | £195.00 | £195.00 |
| £3,000.01 - £5,000.00 | £205.00 | £205.00 | £80.00 | £80.00 | £285.00 | £285.00 |
| £5,000.01 - £10,000.00 | £455.00 | £455.00 | £100.00 | £100.00 | £555.00 | £555.00 |
| £10,000.01 - £25,000.00 | | | £250.00 | £100.00 | Court fee + £250.00 | Court fee + £100.00 |
| £25,000.01 - £50,000.00 | 5% of | 5% of total claim | £350.00 | £100.00 | Court fee + £350.00 | Court fee + £100.00 |
| £50,000.01 - £75,000.00 | total claim | | £450.00 | £100.00 | Court fee + £450.00 | Court fee + £100.00 |
| £75,000.01 - £99,999.99 | | | £550.00 | £100.00 | Court fee + £550.00 | Court fee + £100.00 |

Obtaining a County Court Judgment

You can obtain a CCJ following a claim if the Defendant either fails to respond or admits the debt (or partly admits the debt and you accept their admission). For CCJs in default or following an admission (where you accept the proposed instalment figure) it usually take two business days from requesting the CCJ for it to be entered.

You can read more about what a CCJ is here.

Where the Defendant's proposals are not accepted, a manual request for judgment is made to the Court, this is subject to the Court's processing times which can be viewed here and it is not unusual for it take around a month for a CCJ to be entered.

The below costs are in respect of judgment requests following an online claim in the CNBC. If you are requesting default CCJs against two Defendants at the same time, you will only be charged one lot of our fee. For any other judgment request against two Defendants, a fee for each Defendant applies. However, you cannot recover the additional Defendant's fee (only one total fee is recoverable).

Once judgment has been entered, you will receive notification of this via our Portal.

| Total Claim | No Responsive From Deferming Our Fee Recovera Amount | endant - | of Service Filed - Our Fee Recoverable | | Admission (proposal: accepted) Our Fee Recoveral Amount | S) - | Admission (proposals accepted) Our Fee Recoverab Amount | not - |
|--------------------|--|----------|--|--------|--|----------|--|----------|
| £25.00 - £5,000.00 | £22.00 | £22.00 | £25.00 | £25.00 | £40.00 | £40.00 | £55.00 | £55.00 |
| £5,000.01 + | £30.00 | £30.00 | £35.00 | £35.00 | £55.00 | £55.00 | £70.00 | £70.00 |

Additional Actions

From the case management screen after you have been notified that judgment has been entered, you can request a paper copy of the CCJ. The Court do not ordinarily send these out as a standard practice and you do not need a copy in order to enforce the CCJ.

If the CCJ was entered in default (either with or without an acknowledgement of service being filed by the Defendant) Our Fee for requesting the paper copy of the CCJ is £10.00. You can also elect to send out a post-judgment letter to the Defendant following a default judgment, Our Fee for this is £20.00 per Defendant and you can send to an additional postal address for £5.00 and to an additional email address for £0.50.

Paper Claims in the Civil National Business Centre

Where the debtor resides within England or Wales, but there are more than two Defendants or the total debt value is £100,000.00 or greater, we can still submit a claim to the CNBC, however, it must be submitted on paper.

Paper claims to the CNBC are typically issued in line with the CNBC's processing times which can be viewed here which is usually around two weeks after they have received the claim.

Once received, the Court will seal the claim and serve a copy on the Defendant(s) and they will confirm the date of issue and service to us. In the same way as online claims, ff the Defendants do not respond or pay the claimed amount in full within 14 days of service (if the 14th day is a non-business day, the Defendant is afforded an additional day) then you can request a default CCJ. A default CCJ means that the Court make an order that the Defendant must pay you in default of any response by them, to the claim. However, all requests are made manually and subject to Court processing times.

The Defendant can file an Acknowledgement of Service within the 14 days, which gives them an additional 14 days to respond to the claim.

The recoverable amounts listed below are automatically added on to the claimed balance. These fees are for claims consisting of basic particulars of claim, and with no review or specific advice being provided.

For all claims of £10,000.00 or above, we will (when you submit the claim) recommend that our Commercial Litigation team review and advise (irrespective of whether there is a dispute or not). It is not mandatory that you instruct them to review, but it is advisable.

Any review and subsequent work by Commercial Litigation will be charged at their hourly rates.

| Total Claim | Court Fee Recoverable Amount | | Our Fee Recoverable Amount | | Total Costs Recoverable Amount | |
|------------------------------|-----------------------------------|-------------------------|------------------------------------|---------|-------------------------------------|---------------------|
| £25.00 - £300.00 | £35.00 | £35.00 | £150.00 | £50.00 | £185.00 | £85.00 |
| £300.01 - £500.00 | £50.00 | £50.00 | £150.00 | £50.00 | £200.00 | £100.00 |
| £500.01 - £1,000.00 | £70.00 | £70.00 | £150.00 | £70.00 | £220.00 | £140.00 |
| £1,000.01 - £1,500.00 | £80.00 | £80.00 | £200.00 | £80.00 | £280.00 | £160.00 |
| £1,500.01 - £3,000.00 | £115.00 | £115.00 | £200.00 | £80.00 | £315.00 | £195.00 |
| £3,000.01 - £5,000.00 | £205.00 | £205.00 | £200.00 | £80.00 | £405.00 | £285.00 |
| £5,000.01 - £10,000.00 | £455.00 | £455.00 | £250.00 | £100.00 | £705.00 | £555.00 |
| £10,000.01 - £25,000.00 | | 5% of 5% of total claim | £500.00 | £100.00 | Court fee + £500.00 | Court fee + £100.00 |
| £25,000.01 - £50,000.00 | | | £600.00 | £100.00 | Court fee + £600.00 | Court fee + £100.00 |
| £50,000.01 - £75,000.00 | 5% of | | £800.00 | £100.00 | Court fee + £800.00 | Court fee + £100.00 |
| £75,000.01 - £99,999.99 | total claim | | £1,000.00 | £100.00 | Court fee + £1,000.00 | Court fee + £100.00 |
| £100,000.00 - £199,999.99 | | | £1,500.00 | £100.00 | Court fee + £1,500.00 | Court fee + £100.00 |
| £200,000.00 + | £10,000.00 | £10,000.00 | £2,000.00 | £100.00 | £12,000.00 | £10,100.00 |

For all paper claims to the CNBC, our fees are based on one Defendant. For each additional Defendant, we charge an additional fee on top of the above per Defendant, for Our Fee of £50.00.

Obtaining a County Court Judgment

You can obtain a CCJ following a claim if the Defendant either fails to respond or admits the debt (or partly admits the debt and you accept their admission). For all CCJs requests following a paper claim in the CNBC, we are subject to the Court's processing times which can be viewed here and it is not unusual for it take around a month for a CCJ to be entered.

The below costs are in respect of judgment requests following a paper claim in the CNBC. Our fees apply per Defendant.

The recoverable costs are automatically added to the CCJ, however, you cannot recover the additional Defendant's fee (only one total fee is recoverable).

| Total Claim | No Respor Defendant Fee Reco Amount | - Our | of Service Filed - Our Fee Recoverable Amount | | | | Admission Filed (proposals not accepted) - Our Fee Recoverable Amount | |
|--------------------|--|--------|--|--------|--------|--------|---|--------|
| £25.00 - £5,000.00 | £50.00 | £22.00 | £50.00 | £25.00 | £75.00 | £40.00 | £100.00 | £55.00 |
| £5,000.01 + | £50.00 | £30.00 | £50.00 | £35.00 | £75.00 | £55.00 | £100.00 | £70.00 |

Money Claims (Scotland or Northern Ireland)

Money claims against Defendants in Scotland or Northen Ireland depend on various factors. Crucially, whether there is a jurisdictional clause in the contract between the parties. If the contract provides any proceedings should be brought under English/Welsh law, then we can usually follow what we term the 'English Process' via the CNBC paper claims service.

If the contract provides that either Scottish or Northern Irish law applies, then we can still proceed via our partnerships with law firms in the respective domiciles.

Any claims issued against Defendants in Scotland or Northern Ireland have an increased risk of jurisdictional disputes being raised.

If the contract is silent on jurisdiction, and if the Claimant is domiciled in England or Wales, there is potential to follow either process. There is a further increased risk in these circumstances and we would highly recommend that our Commercial Litigation team is instructed to review and advise as appropriate.

You can read more about the process here.

Paper Claims in the Civil National Business Centre

Where it is established that English/Welsh Courts have jurisdiction, we can submit a claim to the CNBC, however, it must be submitted on paper and then served on the debtor in their domicile (this is known as an out of jurisdiction service). You cannot proceed with these claims if you already have ongoing proceedings against the Defendant concerning the same claim, within any Courts within the United Kingdom. You will also be required to confirm the basis that you are issuing the claim within English and Welsh Courts (for example, because the contract provides this).

Paper claims to the CNBC are typically issued in line with the CNBC's processing times which can be viewed here which is usually around two weeks after they have received the claim.

Once received, the Court will seal the claim and return the same to us, we will serve a copy on the Defendant(s) and they have 21 days to respond before we can consider obtaining a CCJ.

The Defendant can file an Acknowledgement of Service within the 21 days, which gives them an additional 14 days to respond to the claim.

The recoverable amounts listed below are automatically added on to the claimed balance. These fees are for claims consisting of basic particulars of claim, and with no review or specific advice being provided.

For all claims of £10,000.00 or above, we will (when you submit the claim) recommend that our Commercial Litigation team review and advise (irrespective of whether there is a dispute or not). It is not mandatory that you instruct them to review, but it is advisable.

Any review and subsequent work by Commercial Litigation will be charged at their hourly rates.

| Total Claim | Court Fee | | Our Fee | | Total Costs | |
|-------------------------|-------------|-------------|------------|----------|------------------------|------------------------|
| Total Claim | Recoverable | Amount | Recoverabl | e Amount | Recoverable | Amount |
| £25.00 - £300.00 | £35.00 | £35.00 | £200.00 | £50.00 | £235.00 | £85.00 |
| £300.01 - £500.00 | £50.00 | £50.00 | £200.00 | £50.00 | £250.00 | £100.00 |
| £500.01 - £1,000.00 | £70.00 | £70.00 | £200.00 | £70.00 | £270.00 | £140.00 |
| £1,000.01 - £1,500.00 | £80.00 | £80.00 | £250.00 | £80.00 | £320.00 | £160.00 |
| £1,500.01 - £3,000.00 | £115.00 | £115.00 | £250.00 | £80.00 | £365.00 | £195.00 |
| £3,000.01 - £5,000.00 | £205.00 | £205.00 | £250.00 | £80.00 | £455.00 | £285.00 |
| £5,000.01 - £10,000.00 | £455.00 | £455.00 | £300.00 | £100.00 | £755.00 | £555.00 |
| £10,000.01 - £25,000.00 | | | £550.00 | £100.00 | Court fee | Court fee |
| 210,000.01 223,000.00 | | | | | + £550.00 | + £100.00 |
| £25,000.01 - £50,000.00 | | | | £100.00 | Court fee | Court fee |
| | | | | | + £650.00 | + £100.00 |
| £50,000.01 - £75,000.00 | E0. 6 | | | £100.00 | Court fee | Court fee |
| | 5% of | 5% of | | | + £850.00 | + £100.00 |
| 675 000 01 600 000 00 | total claim | total claim | 61 100 00 | C1 00 00 | Court fee | Court fee |
| £75,000.01 - £99,999.99 | | | £1,100.00 | £100.00 | + C1 100 00 | + £100.00 |
| | | | | | £1,100.00 Court fee | |
| £100,000.00 - | | | £1,600.00 | £100.00 | + | Court fee + £100.00 |
| £199,999.99 | | | 21,000.00 | | £1,600.00 | |
| £200,000.00 + | £10,000.00 | £10,000.00 | £2,200.00 | £100.00 | £12,200.00 | £10,100.00 |

For all paper claims to the CNBC, our fees are based on one Defendant. For each additional Defendant, we charge an additional fee on top of the above per Defendant, for Our Fee of £50.00.

Obtaining a Default Judgment and Application for Enforcement

If no response has been received (or where an Acknowledgement of Service was filed but no further response) then we must make an application for a default judgment. This differs to the normal request for judgment where the Defendant is in England or Wales, as a formal application for default judgment is required here.

An application incurs a Court Fee of £123.00 and Our Fee of £100.00. The recoverable costs vary between £22.00 and £35.00 depending on the value of the claim and whether an Acknowledgement of Service has been filed. On occasion, we may be required to file a supporting affidavit, which will cost approximately £10.00 to obtain. It can take several weeks to receive the CCJ, depending on the CNBC's processing times.

Once judgment in default is awarded, if you wish to enforce the CCJ, we would need to apply for a certificate to enforce the Judgment in the relevant domicile (known as Form 111). There is a further Court fee of £80.00 and Our Fee of £100.00. Generally, costs are not recoverable in these circumstances. Please be advised that this is just permission to enforce, and separate enforcement costs are applicable.

Court application fees are subject to change as the Courts review these periodically.

It may be possible to make a joint application that combines both the application for judgment and Form 111, however, these applications are sometimes returned, meaning we may have to follow the separate application process. This could lead to the application being returned and further costs therefore incurred in re-making the application. However, we are happy to discuss this but please be aware that if the application is returned, we will have to start the two-part process again, which would incur both application fees.

Obtaining a Judgment by Admission and Application for Enforcement

Where the Defendant files an admission and you accept their proposals (or ask the Court to set the rate at which they should pay) we can follow the normal request for judgment process. Our costs for this are as below. Our Fees apply per Defendant and the recoverable costs are automatically added to the CCJ, however, you cannot recover the additional Defendant's fee (only one total fee is recoverable).

For all CCJs requests following a paper claim in the CNBC, we are subject to the Court's processing times which can be viewed here and it is not unusual for it take around a month for a CCJ to be entered.

| Total Claim | Admission Filed (proposals accepted) - Our Fee Recoverable Amount | | Admission Filed (pr not accepted) - Our Recoverable Amour | r Fee |
|--------------------|---|--------|---|--------|
| £25.00 - £5,000.00 | £75.00 | £40.00 | £100.00 | £55.00 |
| £5,000.01 + | £75.00 | £55.00 | £100.00 | £70.00 |

For all paper claims to the CNBC, our fees are based on one Defendant. For each additional Defendant, we charge an additional fee on top of the above per Defendant, for Our Fee of £50.00.

Following judgment by admission, if the Defendant does not make payment and you intend to enforce the judgment, we would need to apply for a certificate to enforce the Judgment in the

relevant domicile (known as Form 111). There is a further Court fee of £80.00 and Our Fee of £100.00. Generally, costs are not recoverable in these circumstances. Please be advised that this is just permission to enforce, and separate enforcement costs are applicable.

Claims in the Defendant's Domicile

Where it is established that a claim should be brought in the Defendant's jurisdiction, we would look to partner with a law firm in the respective country. In these situations, we would still be your point of contact and we would maintain control over the matter, being your point of contact. On occasion, you may be required to liaise directly with our partner law firms.

As the costs can vary significantly depending on the type and amount of debt, as well as the jurisdiction, it is not possible to list an exact cost here. We also must factor in our fee for caring over the matter, and any pre-action requirements. As obtaining a quote can take time from both us and our partners, Our Fee for providing you with a quote is £50.00.

Enforcement of a Judgment (England or Wales)

Where a Defendant has not paid the judgment in line with what has been ordered by the Court, you can take enforcement action. Enforcement action means exactly that, that the Defendant is forced to pay what they have been ordered to by the Court. You can read more about different types of enforcement here.

Whilst enforcement action is often necessary to obtain payment, it can never be guaranteed that payment can be obtained from the Defendant.

If the CCJ that you want to enforce is older than six years, additional factors need to be considered before enforcing and this may lead to additional costs. Similarly, if the CCJ is close to six years, it would be worth considering this too. Please contact us to discuss these and you may want to read this article for further information. If using our automated Portal and you submit an older judgment which is rejected for enforcement, we are unable to refund the costs. We cannot guarantee that any enforcement action will result in payment of the debt owed to you.

Court Bailiff

Court Bailiffs can only be instructed on CCJs up to the value of £5,000.00 and are transferred to the Defendant's local court for enforcement. Depending on the specific Court's workload, a Bailiff's time to make an attendance can range from weeks to months. Bailiff action can be taken against individuals and organisations.

If you have multiple defendants, then the costs below apply per defendant and you can only recover the costs incurred from the Defendant on which they were incurred.

Additional fees may apply in certain scenarios, such as if a Warrant needs re-issuing at a new address or a Defendant makes an interim application.

CCJ Obtained via Debt-Claims

Where you have obtained a CCJ via Debt-Claims Solicitors, the costs to apply for a Warrant of Control and instruct the Court Bailiff are as below.

| Court Fee Recoverable Amount | | Our Fee Recov | erable Amount | Total Costs Recoverable Amount | | |
|--------------------------------|--------|-----------------|---------------|----------------------------------|---------|--------|
| | £94.00 | £94.00 | £50.00 | £2.25 | £144.00 | £96.25 |

CCJ Not Obtained via Debt-Claims

Where you have obtained a CCJ outside of Debt-Claims Solicitors, the costs to apply for a Warrant of Control and instruct the Court Bailiff are as below.

| Court Fee Recoverable Amount | | Our Fee Recov | erable Amount | Total Costs Recoverable Amount | | |
|--------------------------------|--------|-----------------|---------------|----------------------------------|--------|--|
| £94.00 | £94.00 | £100.00 | £2.25 | £194.00 | £96.25 | |

What is Included in Our Fee

The work that we will conduct for Our Fee is limited to making an application for the Warrant of Control (and going on record if we are not already on record) and then relaying updates to you from the bailiff.

Whilst the below is not an exhaustive list, anything outside of the above defined action is chargeable at our normal hourly rates (or via a consultation) and this includes corresponding with the bailiff (such as chasing updates) or providing advice on bailiff comments.

High Court Enforcement Officer (HCEO)

HCEO's can only be instructed on CCJs with a minimum value of £600.00, there is no upper limit. Generally, it will take around two weeks for an application to be made for a Writ of Control, which is then enforced by an independent HCEO. Aside from the fees listed below, the HCEO recovers its fees from the Defendant and your costs exposure is therefore limited. HCEO action can be taken against individuals and organisations, however, it cannot be used where the CCJ debt was in respect of a regulated consumer credit agreement. There are no additional costs for instructing HCEO against multiple defendants where the application is made at the same time.

If the HCEO is unsuccessful in executing the Writ of Control and returns the case, there is an abortive fee payable to the HCEO of £90.00. The HCEO will invoice you directly for this fee if the matter is abortive. Whilst the HCEO recovers its ongoing and attendance fees from the defendant, if you are a VAT registered creditor, then you are liable for the VAT on the HCEO's fees (you can account for this to HMRC in the normal way). Where this applies, the HCEO will where possible retain an amount equivalent to the VAT from any recovered amounts and issue you with a VAT invoice. On the occasion that they are unable to retain it, an invoice will be raised to you for the VAT amount.

Additional fees may apply in certain scenarios, such as if an interim application is made, for example in relation to setting aside a CCJ or where a HCEO has seized goods which a third party has a claim to.

You may want to read the following article for further information about HCEO payments here. You can also read more about their fees here.

CCJ Obtained via Debt-Claims

Where you have obtained a CCJ via Debt-Claims Solicitors, the costs to apply for a Writ of Control and instruct the HCEO are as below.

| Court Fee Recoverable Amount | | Our Fee Recov | erable Amount | Total Costs Recoverable Amount | | |
|--------------------------------|--------|-----------------|---------------|----------------------------------|---------|--|
| £80.00 | £80.00 | £51.75 | £51.75 | £131.75 | £131.75 | |

CCJ Not Obtained via Debt-Claims

Where you have obtained a CCJ outside of Debt-Claims Solicitors, the costs to apply for a Writ of Control and instruct the HCEO are as below.

| Court Fee | Reco | overable Amount | Our Fee | Reco | verable Amount | Total Costs | Re | coverable Amount |
|-----------|------|-----------------|---------|------|----------------|-------------|----|------------------|
| £80.00 | | £80.00 | £100.00 | | £51.75 | £180.00 | | £131.75 |

What is Included in Our Fee

The work that we will conduct for Our Fee is limited to relaying your instruction to our designed HCEO agent (and going on record if necessary) and confirming once they have acknowledged and then issue the Writ of Control. Once the Writ is issued, the HCEO will provide all updates to you by email and you will be responsible for providing any ongoing instructions, and making payment of any abortive/comp invoice and any VAT or other fees payable.

Whilst the below is not an exhaustive list, anything outside of the above defined action is chargeable at our normal hourly rates (or via a consultation) and this includes corresponding with the HCEO (such as chasing updates) or providing advice on HCEO actions.

Charging Order (CO)

A Charging Order can be obtained against property (usually land or a building) that a Defendant owns, or co-owns. A Charging Order can be obtained against both individuals and organisations.

The costs below are based on a Charging Order in respect of a single Defendant. If there is more than one Defendant, additional costs <u>may</u> apply. This depends on whether, for example, two Defendants own the same property or different properties. Where you want a Charging Order against more than one Defendant, please contact us to discuss any additional costs.

The costs below are based on an uncontested application for a Charging Order, with a view to registering the Interim Order with Land Registry, and then obtaining a Final Charge. We do not, as a matter of practice, register the Final Charge with the Land Registry as the Interim Charge secures your interest satisfactorily. However, we can register it for an additional fee if you require. We cannot guarantee that the Court will award a Charging Order in all applications and our fees are for the making of the application, regardless of success.

Additional fees will be incurred in certain scenarios, such as if a defendant challenges the Charging Order or if you wish to make an application to force the sale of a property following a Charging Order. Applications to remove a Charging Order following payment can be obtained on a case-by-case basis if required (the Defendant can also make this application their self).

If you wish to make Land Registry enquiries prior to instructing us to make an application for a Charging Order, we charge Our Fee of £25.00 per address searched together with a £7.00 disbursement per search. There is no search/database available that tells you all properties connected to a debtor and you must provide us with an address, in order for us to obtain Land Registry Office Copies.

CCJ Obtained via Debt-Claims

Where you have obtained a CCJ via Debt-Claims Solicitors, the costs to apply for a Charging Order are as below.

| Court Fee Recoverable Amount | | Our Fee Recoverabl Amount | e | Disbursements Costs Recoverable Disbursements | | Total Costs Recoverable Amount | |
|--------------------------------------|--------------------------------|-----------------------------------|-----------------------|--|------------------|--|---------|
| £135.00 | 135.00 £135.00 £350.00 £110.00 | | £7.00 (Office Copies) | £7.00 | £7.00 £512.00 | | |
| £133.00 | | 2330.00 | 2110.00 | £20.00 (Land Registry Fee) | £20.00 | 2312.00 | £272.00 |

CCJ Not Obtained via Debt-Claims

Where you have obtained a CCJ outside of Debt-Claims Solicitors, the costs to apply for a Charging Order are as below.

| Court Fee Our Fee Recoverable Recoverable Amount Amount | | ole | Disbursements Costs Reco Disbursements | Total Costs Recoverable Amount | | | |
|---|--------------------------------|---------|---|--|---------|---------|---------|
| £135.00 | 135.00 £135.00 £450.00 £110.00 | | £7.00 (Office Copies) | £7.00 | £612.00 | £272.00 | |
| £133.00 | £133.00 | £430.00 | £110.00 | £20.00 (Land Registry Fee) | £20.00 | 2012.00 | £2/2.00 |

What is Included in Our Fee

The work that we will conduct for Our Fee is limited to the making of an application for a Charging Order (including details of up to three other creditors and three other interest parties in the

application) and calculating any interest since judgment where no payments have been received. Once the Interim Order is received (if made), then we will provide you with a copy and serve it on the required parties and register the same with the Land Registry and then file the required Statement of Sums due with the Court. Once the Final Order is made, we will serve this on the required parties and provide you with a copy.

Whilst the below is not an exhaustive list, anything outside of the above defined action is chargeable at normal hourly rates and this includes contested applications, including details of any additional creditors or interested parties on the application form and serving any documents on them, calculating interest where there have been part payments since judgment was entered, chasing the court for updates and expediting an application with the Land Registry and querying any notices on the Office Copies with you/other parties. We may also suggest additional actions in relation to your charging order, which would incur additional costs or Our Fees.

Third Party Debt Order (TPDO)

A TPDO can be obtained against a third party who holds money on behalf of a debtor, this is usually a bank or building society (but can be anyone holding money for a third party) and the third party can be ordered to pay the creditor what they hold for the debtor. There is no way of checking if a third party holds money before making the application. A TPDO can be obtained against both individuals and organisations.

The costs below are based on a single Defendant and additional costs <u>may</u> apply if there is more than one Defendant. If you want to instruct us to make an application against more than one Defendant, please contact us to discuss.

The costs below are based on an uncontested application for a TPDO. We cannot guarantee that the Court will make a final order as if, for example, the third party has no funds of the debtor's, the final order will not be made. Similarly, if an order is made, it could achieve only a partial payment towards the debt. You may want to coincide your application with when a debtor is likely to have money in their account, to maximise chances of an order being made.

Additional fees will be incurred in certain scenarios, such as contested applications.

What is Included in Our Fee

The work that we will conduct for Our Fee is limited to the making of an application for a TPDO and calculating any interest since judgment where no payments have been received (if applicable). Once the Interim Order is received (if made), then we will provide you with a copy and serve it on the relevant parties and prepare for the hearing in order to seek the Final Order (on an uncontested application only) and serve the same once made, or, in the event that the third party does not hold any funds, look to dismiss the application.

Anything outside of the above defined action is chargeable at normal hourly rates, including contested applications.

CCJ Obtained via Debt-Claims

Where you have obtained a CCJ via Debt-Claims Solicitors, the costs to apply for a TPDO are as below.

| Court Fee Recoverab Amount | Recoverable Recoverable Amount Amount | | ole | Disbursements Costs Recoverable Disbursement | S | Total Costs Recoverable Amount | |
|----------------------------------|---------------------------------------|---------|------|---|---------|--|---------|
| £135.00 | £135.00 | £350.00 | £nil | £162.00 (attendance fee) | £162.00 | £647.00 | £297.00 |

CCJ Not Obtained via Debt-Claims

Where you have obtained a CCJ outside of Debt-Claims Solicitors, the costs to apply for a TPDO are as below.

| Court Fee Recoverab Amount | | Amount Disbursements | | Disbursements Costs Rec Disbursements | overable | Total Cost Recoverat Amount | |
|----------------------------------|---------|----------------------|------|--|----------|-----------------------------------|---------|
| £135.00 | £135.00 | £450.00 | £nil | £162.00 (attendance fee) | £162.00 | £747.00 | £297.00 |

Attachment of Earnings (AOE)

An AOE orders a Defendant's employer to make regular deductions from the Defendant's salary, to be paid to the Claimant. It can only be used against individuals or are employed (i.e. you cannot get an AOE against a sole trader or an organisation). There must be at least £50.00 owing of the judgment amount before starting an application.

The costs below are based on an AOE in respect of a single Defendant. If there is more than one Defendant, additional costs <u>will</u> apply.

The costs below are based on an uncontested application for an AOE. We cannot guarantee that an AOE will be made, as on occasion the Defendant may leave employment or not earn enough. Additional fees may be incurred in certain scenarios, such as if a defendant challenges the AOE.

CCJ Obtained via Debt-Claims

Where you have obtained a CCJ via Debt-Claims Solicitors, the costs to apply for an AOE are as below.

| Court Fee Recoverable Amount | | Our Fee Recove | rable Amount | Total Costs Recoverable Amount | | |
|--------------------------------|---------|------------------|--------------|----------------------------------|---------|--|
| £135.00 | £135.00 | £250.00 | £nil | £385.00 | £135.00 | |

CCJ Not Obtained via Debt-Claims

Where you have obtained a CCJ outside of Debt-Claims Solicitors, the costs to apply for an AOE are as below.

| Court Fee Recoverable Amount | | Our Fee Recoverable Amount | | Total Costs Recoverable Amount | | |
|--------------------------------|---------|------------------------------|------|----------------------------------|---------|--|
| £135.00 | £135.00 | £350.00 | £nil | £485.00 | £135.00 | |

What is Included in Our Fee

The work that we will conduct for Our Fee is limited to the making of an application for a AOE and providing updates to you, such as details of what stage the Court is at and if a suspended order, full order, or no order is made.

Whilst the below is not an exhaustive list, anything outside of the above defined action is chargeable at normal hourly rates and this include chasing the Court for updates, any issues related to service, providing new address or employment details to the Court, re-issuing application for any contested applications, any correspondence with CAPS.

Order for Debtor to Attend Court for Questioning (ODACQ)

An ODACQ (also known as a Questioning Order) requires a Defendant to attend Court to be questioned by usually a judge. Whilst not strictly a method of enforcement, it may lead to a payment plan and it will keep the pressure on a non-responsive Defendant. It can be used against individuals or organisations (where the director will have to attend). You may be able to ask the judge to ask the Defendant some specific questions if you require this.

The costs below are based on a Questioning Order in respect of a single Defendant. If there is more than one Defendant, additional costs <u>will</u> apply.

The costs below are based on a straight-forward matter where the Defendant is served and duly attends Court. Additional fees may be incurred in certain scenarios, such as if additional service is required. You will also be required to pay the Defendant's costs in attending the hearing.

CCJ Obtained via Debt-Claims

Where you have obtained a CCJ via Debt-Claims Solicitors, the costs to apply for a Questioning Order are as below.

| Court Fee | Court Fee Our Fee | | Disbursements Costs | | Total Costs | | |
|---------------------------------------|---------------------|---------------------------|---------------------|--------------------------|-------------|---------|--------|
| Recoverable Amount Recoverable Amount | | Recoverable Disbursements | | Recoverable Amount | | | |
| £67.00 | £67.00 | £350.00 | £nil | £108.00 (Process Server) | £nil | £525.00 | £67.00 |

CCJ Not Obtained via Debt-Claims

Where you have obtained a CCJ outside of Debt-Claims Solicitors, the costs to apply for a Questioning Order are as below.

| Court Fee Our Fee | | Disbursements Costs | | Total Costs | | | |
|-------------------------------------|--------|---------------------|---------------------------|--------------------------|--------------------|---------|--------|
| Recoverable Amount Recoverable Amou | | le Amount | Recoverable Disbursements | | Recoverable Amount | | |
| £67.00 | £67.00 | £450.00 | £nil | £108.00 (Process Server) | £nil | £625.00 | £67.00 |

What is Included in Our Fee

The work that we will conduct for Our Fee is limited to the making of an application for a ODACQ and providing updates to you, such as details of what stage the Court is at and when the hearing is listed, as well as providing additional questions to the Court.

Whilst the below is not an exhaustive list, anything outside of the above defined action is chargeable a normal hourly rates and this includes chasing the Court for updates and any issues related to service.

Insolvency Proceedings (England and Wales)

As an alternative to Money Claim proceedings (or following Money Claim proceedings) you can begin insolvency proceedings against your debtor. Insolvency proceedings are only available where the debtor does not dispute your debt (or part of it) and has no counterclaim against you for an amount that takes them below the minimum threshold which they must owe (which is currently £750.00 for companies and £5,000.00 for individuals). You cannot bring insolvency actions in respect of a debt which the debtor has secured for in another way.

Insolvency proceeds can lead to an individual debtor being either adjudged bankrupt or the company being wound-up. Whilst different processes, both essentially result in the debtor being liquidated and their assets (if any) distributed amongst creditors.

Statutory Demand

A statutory demand is a formal notice that provides the debtor with 21 days to pay a liquidated (established) debt. They can be served against individuals or organisations (such as companies) but are not suitable for certain entities, such as local authorities.

You can read more about statutory demands here.

| Our Fee Amount | Recoverable | Disbursement Recoverable Amount | | Total Costs Amount | Recoverable |
|-------------------|-------------|-----------------------------------|--|-----------------------|-------------|
| £150.00 | £150.00 | £108.00 (Process Server) £108.00 | | £258.00 | £258.00 |

Additional Addresses

If required, at the time of instructing us, you can serve the debtor at additional addresses. We do not charge a Fee for doing this, but there is a disbursement from the Process Server of £108.00 per additional address. There is no limit on the number of addresses that you want to serve at.

Additional Debtors

You can serve a statutory demand on as many additional debtors as required. Our Fee for each additional debtor is the same as for the first debtor.

Outbound Phone Call

When submitting an instruction for a statutory demand you can also instruct us to make a phone call to the debtor to further chase the debt. Our fee for making a phone call is £15.00 and you can instruct us to make several calls if required.

Additional Actions

From the case management screen after you have submitted a statutory demand, we have several additional action letters. These letters cover scenarios such as payment plans or settlement letters and Our Fees for these services are below. Details of when the letter would be appropriate are set out on the Portal. For each of these additional letters, you can send them to multiple debtors (chargeable as below per each debtor) and to an additional postal address for £5.00 and to an additional email address for £0.50.

| Letter Type | Our Fee (by post) | Our Fee (by post and email) |
|-------------------------|-------------------|-----------------------------|
| Letter Chasing Balance | £20.00 | £23.00 |
| Settlement Offer | £20.00 | £23.00 |
| Payment Plan | £20.00 | £23.00 |
| Letter r.e. Dissolution | £20.00 | £23.00 |

Debtor Response

Our statutory demand instructs the debtor to respond to you online, via an online response Portal. You can then respond to the debtor and provide any additional documents or discuss payment arrangements as required – we do not charge for this.

Disputed Debt

If at any point the debtor raises a dispute to the debt detailed in the statutory demand, you should consider instructing us to take conduct of the matter. There is a very real risk that the debtor makes an application in relation to their dispute, which could carry an adverse costs order.

Winding-Up Petition

If a company debtor fails to make payment following a statutory demand (or a 'demand letter') you can present a winding-up petition to the Court. Once sealed (issued) by the Court, it will be listed for a hearing, usually around two months following its presentation. If the debtor fails to make payment before the hearing, we can seek that the company is wound-up and liquidated. Once this happens, an appointed insolvency practitioner will manage the affairs of the company. You can read more about winding-up petitions here.

You can only issue a winding-up petition against one debtor at a time, if you want to wind-up multiple debtors, you must open separate cases, or escalate a multiple-debtor statutory demand into multiple winding-up petitions.

Draft Winding-Up Petition

As a precursor if required, you can instruct us to send a draft winding-up petition to the debtor. This is not required by the Courts, but it can prove useful as a final opportunity before submitting a live petition.

You can escalate to a live winding-up petition following the draft petition if required.

| Service Type | ervice Type Our Fee Recoverable Amount | | · | | Total Costs Recoverable Amount | |
|-------------------|--|---------|-----------------------------|---------|-------------------------------------|---------|
| By Letter | £200.00 | £200.00 | | | £200.00 | £200.00 |
| By Process Server | £200.00 | £200.00 | £108.00 (Process Server) | £108.00 | £308.00 | £308.00 |

Additional Addresses

If required, at the time of instructing us, you can serve the debtor at additional addresses. If serving by a process server, there is a disbursement of £108.00 per additional address. If sending to the debtor by post, Our Fee is £5.00 per additional postal address.

There is no limit on the number of addresses that you want to serve at.

Winding-Up Petition

Following either your demand to the debtor, or a draft winding-up petition, you can instruct us to present a petition to the Court.

Our Fee listed below is for an uncontested/un-protracted petition where the debtor does not respond and the petition is duly advertised, and then dealt with at a single hearing. If the matter becomes protracted for any reason, then the matter will revert to our normal hourly charges.

Given the nature of a winding-up petition, once we are instructed it is not appropriate for you to manage any correspondence or payment plan as we have obligations with the Court to ensure that everything is managed and filed correctly. We of course, if needed, can manage payment plans (and potentially seek adjournments) if required. It is expected that you will be able to co-operate with us on these.

Winding-up petitions can quite easily take an alternate course of action and we will do our best to advise and update you as soon as possible. In some circumstances, for example, it may be appropriate to withdraw the petition early as some disbursements can be recovered. Our Fee,

however, is chargeable in full regardless of when the matter concludes (together with any additional fees of ours as noted above).

All associated insolvency services from taking carriage of petitions to applications for substitutedservice can be provided at our normal hourly rates together with any appropriate Court fees and disbursements.

| Action | Our Fee Recoverable Amount | | Disbursemen Recoverable | | Total Costs Recoverable Ar | mount |
|-------------------------------------|---------------------------------|---------|----------------------------|-----------|---------------------------------|-----------|
| Drafting Petition | £800.00 | £800.00 | | | | |
| Court Issue Fee | | | £343.00 | £343.00 | | |
| Official Receiver's Deposit | | | £2,600.00 | £2,600.00 | | |
| Process Server | | | £108.00 | £108.00 | | |
| London Gazette Advertisement | | | £110.64 | £110.64 | | |
| Counsel Fee | | | £330.00 | £330.00 | | |
| Prior Winding-up Petition Search | | | £6.30 | £6.30 | | |
| Totals | £800.00 | £800.00 | £3,497.94 | £3,497.94 | £4,297.94 | £4,297.94 |

Bankruptcy Petition

If an individual debtor fails to make payment following a statutory demand you can present a bankruptcy petition to the Court. Once sealed (issued) by the Court, it will be listed for a hearing, usually around two months following its presentation. If the debtor fails to make payment before the hearing, we can seek that the individual is adjudged bankrupt by the Court.

Following this, an insolvency practitioner is appointed who will manage the affairs of the debtor. You can read more about bankruptcy petitions here.

You can only issue a bankruptcy petition against one debtor at a time, if you want to bankrupt multiple debtors, you must open separate cases, or escalate a multiple-debtor statutory demand into multiple bankruptcy petitions.

Draft Bankruptcy Petition

As a precursor if required, you can instruct us to send a draft bankruptcy petition to the debtor. This is not required by the Courts, but it can prove useful as a final opportunity before submitting a live petition.

You can escalate to a live bankruptcy petition following the draft petition if required.

| Service Type | Our Fee Recoverable Amount | | Disbursement Recoverable Amount | | Total Costs Recoverable Amount | |
|-------------------|---------------------------------|---------|--------------------------------------|---------|-------------------------------------|---------|
| By Letter | £200.00 | £200.00 | | | £200.00 | £200.00 |
| By Process Server | £200.00 | £200.00 | £108.00 (Process Server) | £108.00 | £308.00 | £308.00 |

Additional Addresses

If required, at the time of instructing us, you can serve the debtor at additional addresses. If serving by a process server, there is a disbursement of £108.00 per additional address. If sending to the debtor by post, Our Fee is £5.00 per additional postal address.

There is no limit on the number of addresses that you want to serve at.

Bankruptcy Petition

Following your statutory demand to the debtor, you can instruct us to present a petition to the Court for sealing.

Our Fees listed below are for an uncontested/un-protracted petition where the petition is served and the debtor does not respond, and then the matter is dealt with at a single hearing. If the matter becomes protracted for any reason, then the matter will revert to our normal hourly charges.

Given the nature of a bankruptcy petition, once we are instructed it is not appropriate for you to manage any correspondence or payment plan as we have obligations with the Court to ensure that everything is managed and filed correctly. We of course, if needed, can manage payment plans (and potentially seek adjournments) if required. It is expected that you will be able to co-operate with us on these.

Bankruptcy petitions can quite easily take an alternate course of action and we will do our best to advise and update you as soon as possible, which may involve a different course to be taken. Our

Fee, however, is chargeable in full regardless of when the matter concludes (together with any additional fees of ours as noted above).

All associated insolvency services from taking carriage of petitions to applications for substitutedservice can be provided at our normal hourly rates together with any appropriate Court fees and disbursements.

| Action | Our Fee Recoverable Amount | | Disbursement Recoverable Amount | | Total Costs Recoverable Ame | ount |
|---|---------------------------------|---------|--------------------------------------|-----------|----------------------------------|-----------|
| Drafting Petition | £800.00 | £800.00 | | | | |
| Court Issue Fee | | | £343.00 | £343.00 | | |
| Official Receiver's Deposit | | | £1,500.00 | £1,500.00 | | |
| Process Server | | | £108.00 | £108.00 | | |
| Counsel Fee | | | £162.00 | £162.00 | | |
| Bankruptcy and Insolvency Register and High Court Bankruptcy Petition Search' | | | £28.74 | £28.74 | | |
| Totals | £800.00 | £800.00 | £2,141.74 | £2,141.74 | £2,941.74 | £2,941.74 |

Insolvency Proceedings (Scotland and Northern Ireland)

Where a debtor lives outside of England and Wales, irrespective of any jurisdictional commitment in the contract, any insolvency should be dealt with by the Courts in the debtor's relevant country. In these cases, we would look to partner with a law firm in the respective country.

In these situations, we would still be your point of contact and we would maintain control over the matter, being your point of contact. On occasion, you may be required to liaise directly with our partner law firms.

As the costs can vary significantly depending on the type and amount of debt, as well as the jurisdiction, it is not possible to list an exact cost here. We also have to factor in our fee for caring over the matter, and any pre-action requirements. As obtaining a quote can take time from both us and our partners, we charge Our Fee of £50.00 in order to obtain this.

Defended and Litigated Work

All matters that fall outside of our fixed-fee pricing is subject to our usual hourly rates, together with any disbursements or Court Fees.

Where a matter requires litigated work or where you request for Debt-Claims to take conduct of a matter, we will provide an estimate of the time it will require and the appropriate hourly rate. For heavily contested or high-valued matters, it may be necessary to involve our Commercial Litigation team who will be able to provide an idea of process and costs. Our Commercial Litigation team will charge the same hourly rates as Debt-Claims, which are set out in the table below.

Depending on the nature of the work you are instructing us on, it may require a separate client care letter being sent to you detailing what our instructions are. You will be notified by us if money is required on account before we can take your instruction.

Where we require money on account, we are required to carry out Anti-Money Laundering checks. These only need to be completed once and not every time that you instruct us. There is a fee of £36.00 for carrying out these checks.

| Band | Title | Hourly Rate |
|------|----------------------------------|-------------------|
| Α | Director/Partner Solicitor | £250.00 - £350.00 |
| Α | Consultant Solicitor | £250.00 - £350.00 |
| Α | Senior Solicitor or Head of Dept | £250.00 - £300.00 |
| В | Assistant Solicitor/Fee Earner | £220.00 - £265.00 |
| С | NQ Fee Earner | £200.00 - £220.00 |
| D | Paralegal | £150.00 - £200.00 |
| N/A | Support | £120.00 |

Band A – Solicitor with 8 years plus post qualification experience and litigation experience.

Band B – Solicitors/Legal Executives with 4 years plus post qualification and litigation experience.

Band C – Other Solicitors/Legal Executives and fee earners of equivalent experience.

Band D – Trainee Solicitors, Paralegals, and other fee earners

N/A – Secretary or other support staff

Additional Services

Certain services that we provide regularly or on an ad hoc basis, we are able to provide fixed fees for and these are listed below. This list is by no means exhaustive and our team are able to accommodate most requests on a case-by-case basis.

The costs of these additional services will generally be unrecoverable, unless advised otherwise.

Depending on the nature of the matter, it may be possible for us to offer certain litigated work for a fixed fee, however this will be discussed with the fee-earner at the time.

Manual submissions are on the basis that all information needed is provided on a single email in an easy to read format. Whilst we will enter the information for you, you will be required to ultimately review the information and confirm it is correct on our Portal.

| Service | Disbursement | Our Fee |
|--|--------------|---------|
| Registered Office search (Companies House) | | £15.00 |
| Land Registry search | £7.00 | £25.00 |
| Debtor address trace* | £54.00 | * |
| Debtor employer trace* | £54.00 | * |

^{*}Hourly rates plus any disbursement for all traces