

Where the Client engages the Service Provider, the Service Provider will provide the Services in accordance with the service levels detailed below:

The Service Provider shall endeavour to respond to all emails and telephone calls within 1 working day (24 hours).

Where the Service Provider is asked to draft correspondence or documentation as part of the service and where that correspondence is of a non-complicated nature, the Service Provider will endeavour to supply the Client with the draft correspondence or documentation within 2 working days of receiving the request from the Client or agreeing the course of action with the Client. Under normal circumstances, the Client will issue the correspondence or documentation however, if it is agreed that the correspondence or documentation is to be issued by the Service Provider, the Service Provider will do so within 2 working days of approval of the correspondence or document by the Client unless exceptional circumstances warrant otherwise (e.g. suspension). The method of issue will be email unless otherwise agreed between the Service Provider and the Client.

Wherever possible the Service Provider will utilise email as a method of communication and issuing letters unless the Client specifies otherwise. The Client will be charged any postal/courier charges incurred by the Service Provider.

Where the Client requests the Service Provider's attendance at either an in person meeting off or on site or a video / telephone conferencing meeting, the Client will need to provide the Service Provider with 3 working days' notice of attendance and the Client will need to agree any additional service fees in advance of giving 3 days' notice. The Service Provider and the Client will agree the time and date of attendance at such meeting.