

Terms of Business – Bedell Cristin Executors Limited

1. Interpretation

These Terms of business apply to clients of Bedell Cristin Executors Limited ("**BCEL**") in respect of the Services, as defined below, that we are asked to provide and/or arrange. These Terms of Business and any related engagement letter ("Engagement Letter") explain the basis upon which we accept instructions and charge for our Services.

With effect from 10 December 2020 these Terms of Business apply to the Services and the following definitions shall apply:

1.1 "Services" means any appointment of BCEL to act as:

- (a) Executor, executor dative or attorney executor of a will and / or obtain probate;
- (b) administrator of an intestacy and / or obtain letters of administration;
- (c) Royal Court delegate of property and affairs; or
- (d) Lasting power of attorney of property and affairs;

as specified and set out in the letter or communication of Engagement.

1.2 The words "Bedell Cristin Executors Limited ", "the company", "we", "our" and "us" mean, as the context permits, Bedell Cristin Executors Limited of 26 New Street, St Helier, Jersey, Channel Islands, JE2 3RA.

1.3 "Client" or "Clients" mean the person who instructs us or on whose behalf we are instructed to provide Services.

1.4 "Code of Conduct" means the terms in force at the relevant time adopted by the Law Society of Jersey.

1.5 "Engagement" means the scope of the Services to be provided and the terms including these Terms of Business.

1.6 "you" or "your" refers to the Client or Clients.

2. Objectives

- 2.1 Our aim is to provide you with a high quality, effective and cost efficient Services.
- 2.2 BCEL is a separate company wholly owned by the partners of Bedell Cristin Jersey Partnership, a leading Jersey law firm. Partners and other lawyers at Bedell Cristin Jersey Partnership are available to provide legal advice on any issues that arise in carrying out the work of BCEL.

3. Our general responsibilities

- 3.1 We provide Services on the following general terms. There are more specific terms set out in the other clauses in these Terms of Business.
- 3.2 We are not and do not hold ourselves out as being experts in or having knowledge of the laws or regulations of any jurisdiction other than Jersey save as expressly agreed in advance in separate and specific instructions.
- 3.3 We will act in accordance with the Code of Conduct.
- 3.4 We may request payments on account of future fees and/or third party costs to be incurred.
- 3.5 We may rely on any instructions or requests made or notices given or information supplied, whether orally or in writing, by any person whom we know to be or reasonably believe to be authorised by you to communicate with us for such purposes.
- 3.6 We may receive information from you or from other sources in the course of delivering the Services and we rely upon the accuracy and completeness of information provided to us by you and by others on your behalf.
- 3.7 We will not normally seek to verify or check any information provided to us by you or such others and you acknowledge that we shall be entitled to rely on such information and shall not be responsible for any loss, damage, costs and expenses that you may incur due to any incorrect, misleading, incomplete, or false information or instruction that is provided.
- 3.8 We may communicate electronically with you and other parties in relation to the Services. However, the electronic submissions of information cannot be guaranteed to be secure, confidential or virus or error free and such information could be intercepted, corrupted, lost, blocked, destroyed, arrive late or incomplete or otherwise be adversely affected or unsafe to use and we accept no responsibility or liability for the same. You accept these risks and authorise electronic communication between us on this basis. Please also see clause 7.3 below.
- 3.9 We may provide similar services to the Services to other Clients at our discretion.
- 3.10 If we are instructed by more than one person or by more than one representative of a company or other body, which is our Client, we may act on the instructions of any one of such persons and correspond with any of such persons unless otherwise agreed.

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- 3.11 We may decline to start work or terminate any Engagement until all such due diligence information as we request has been provided and we accept no responsibility or liability arising directly or indirectly as a result of our decision to do this; and any such termination will be without any liability and without prejudice of our ability to claim fees and disbursements incurred.
- 3.12 We may refuse to give any professional undertaking or do so upon such terms as we think fit.
- 3.13 We may refuse or cease to act in any case where we consider that there is or may be a conflict of interest, a significant risk of a conflict, or where to continue to act would place us in breach or would assist in a breach of the applicable laws, regulations and rules of Jersey or where professional embarrassment may arise even if no actual conflict exists and our decision is final on the matter.
- 3.14 We will comply with the rules concerning conflicts of interest as set out in the Code of Conduct.
- 3.15 We shall neither do, nor be required to do, anything which in our opinion may conflict with the laws and regulations of Jersey or the terms of any permits, consents, licences or applicable codes of practice made thereunder by any competent authority in Jersey or which may give rise to any risk of criminal or civil liability or prosecution or sanction in any part of the world

4. **Your general responsibilities**

- 4.1 These are general terms which apply to the Engagement. More specific terms are included in other clauses in these Terms of Business.
- 4.2 If you instruct us to undertake any additional work, whether or not related to the provision of Services, and we do not issue further terms of engagement, the Terms of Business, and charge out rates in force at the time we undertake that additional work will apply.
- 4.3 You will keep us informed as to your contact details to enable us to communicate with you as may be required.
- 4.4 You agree fully and immediately to indemnify us in respect of all claims, time costs, liabilities and disbursements incurred by us in complying with any professional undertaking(s) given on your behalf.

5. **Limitation of liability**

- 5.1 Our aggregate liability (whether in contract or tort (including negligence) or under statute or otherwise) for any loss (including direct loss and indirect or consequential loss and including loss of business or profits), liability or damage suffered by you or any other person that may arise from or in connection with our Services, shall be limited to the lowest of:
- (a) that proportion of such loss, liability or damage suffered by you or any other person after taking into account any of your or any other person's contributory act or omission (including any contributory negligence) and any amount which you or any other person

would have been entitled to recover from any other advisor or party in the absence of any exclusion of limitation of liability agreed with such advisor or party;

- (b) the amount specified by us in any additional terms of engagement from us to you or to any person acting on your behalf, in relation to those Services; or
- (c) if no amount is specified, an amount not exceeding £2 million or the equivalent.

5.2 Any claim made by you or any other person in respect of any loss, liability or damage arising from or in connection with our Services, whether in contract or tort (including negligence) or under statute or otherwise, must be made:

- (a) where those Services have been delivered, within three years of the date on which the work giving rise to the claim was performed; and
- (b) if those Services have been terminated, within three years of the date of termination (subject to the above), and in either of these cases that shall be the date when the earliest cause of action (in contract or tort (including negligence) or under statute or otherwise) shall be deemed to have accrued in respect of the relevant claim. For these purposes, a claim shall be made when court or other dispute resolution proceedings are commenced.

5.3 You agree that neither you nor any such other party will have recourse to the personal assets of any partner, employee or consultant of Bedell Cristin Jersey Partnership, their respective personal representatives or any related person and that you will neither cause nor permit any claim in respect of any loss, liability or damage arising from or in connection with our Services against any of our employees or agents even where our employees or agents have been negligent. This restriction shall not operate to exclude our liability for the acts or omissions of any of our employees or agents.

5.4 Nothing in this paragraph shall limit or exclude any liability which cannot lawfully be limited or excluded.

6. Fees and payment terms

6.1 BCEL follows the charging principles which have been laid down for solicitors in England and Wales which provide that fees must be "fair and reasonable having regard to all the circumstances of the case". The circumstances which may affect the level of fees include the following matters:

- (a) the monetary value involved;
- (b) the complexity, difficulty or novelty of the issues arising in connection with the matter;
- (c) the skill, labour, specialised knowledge and responsibility involved;
- (d) any particular time pressures or urgency in which the estate administration has to be

conducted;

- (e) the number and importance of the documents prepared or considered;
 - (f) the importance of the matter to the client; and
 - (g) the time spent in dealing with the matter.
- 6.2 Where the Client consists of more than one person each such person agrees that it shall be jointly and severally liable for all the liabilities of the Client pursuant to these Terms of Business.
- 6.3 Time based fees will be charged at varying rates depending on the nature of the work and the level of the director or other fee earner(s) of the company undertaking such work.
- 6.4 Where hourly rates are given these are exclusive of tax and disbursements, which will be billed in addition where applicable.
- 6.5 These rates may be changed from time to time and we will use reasonable efforts to draw such variation to your attention.
- 6.6 Full details of rates will be provided on request.
- 6.7 Occasionally, work will have been commenced leading to the anticipated grant of probate or administration, registration of the lasting power of attorney or Royal Court delegate appointment but for some reason we will not be able to take out the grant, register the lasting power or obtain the delegation appointment. If this should apply, then fees will be due and payable for the entire period during which work has been done.
- 6.8 In addition, we levy a standard administration charge determined by us from time to time, for items including printing, copying, and similar items.
- 6.9 We require payment in advance for all disbursements, in particular in the stamp duty payable on obtaining the grant of probate/administration which we have to incur in probate matters.
- 6.10 At the discretion of a director, we may also request a payment on account of future fees to be incurred in the matter.
- 6.11 We will bill on a monthly basis or such period as we deem appropriate.
- 6.12 If an estimate is provided it is no more than a guide and the amount invoiced may differ. We will keep you informed if the estimate is likely to be exceeded.
- 6.13 If specific legal problems are encountered, these may be referred to the law firm Bedell Cristin Jersey Partnership, which may render a separate invoice for legal advice provided charged in accordance with its terms of business which may be viewed on our website.
- 6.14 Where a third party has been instructed on the Engagement you will be responsible for the fees

and expenses of that third party.

- 6.15 All fees and disbursements will be due in full (without any right of set-off) for settlement in sterling, or other agreed currency equivalent, upon presentation of our invoice. Interest at the rate of 1% per month will be added to all fees and disbursements which remain outstanding for more than 30 days from the invoice date.
- 6.16 Once BCEL has control of estate assets, it is our policy to deduct the fees, once invoiced, from the estate on an ongoing basis. If there are no liquid assets in the estate, then we reserve the right to look to the person or firm instructing us.
- 6.17 Where any fees and disbursements remain outstanding for more than 30 days beyond their invoice date, we reserve the right to cease providing any Services until all outstanding fees and interest thereon and disbursements have been settled in full and an amount has been received on account of future fees and disbursements.
- 6.18 On ceasing to provide any such Services as a result of fees and disbursements being overdue we will not answer any correspondence or attend to any filings or other matters which may need to be attended to on your behalf in relation to the Services and we shall not incur any liability as a result of our ceasing to provide Services in these circumstances.
- 6.19 We reserve the right to charge for time spent in collecting overdue fees, disbursements and third party charges.
- 6.20 Where we outsource debt recovery to an external agency in the event of late or non-payment, you will also be responsible for reimbursing us in respect of any fees or costs incurred in connection therewith.

7. **Client monies**

- 7.1 All monies and other liquid assets collected by BCEL in the administration of an estate, if being held for some time, will be held in a client account on your behalf.
- 7.2 We shall pay fees and disbursements out of the monies held on behalf of the estate where an invoice for fees and expenses has been rendered.
- 7.3 In order to mitigate the risk of cyber fraud in relation to bank transfers, where you receive our bank details (or subsequent changes to our bank account details) by email, we ask that you contact us directly by reliable and established means to verify those details with your normal BCEL contact (ideally by telephone) before transferring funds.
- 7.4 When any monies are transferred to our client account you agree that all monies held in our client account on your behalf:
- (a) will be held to your order or as instructed by you and subject to our having satisfied all regulatory requirements and all taxation requirements in respect of monies so held;

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- (b) save that those monies may be utilised to meet any outstanding fees and disbursements without the need for specific instruction; and
 - (c) will earn interest which will be calculated and accrued on a quarterly basis in arrears. If the interest earned in a calendar quarter exceeds the amount of £20, or other agreed currency equivalent, the amount of such interest earned and accrued will be added to the balance of monies in the client account. Where interest earned in the calendar quarter is equal to or less than £20, or other agreed currency equivalent, there will be no entitlement for you to receive interest on the monies in such account as the administrative costs of arranging for the calculation and accrual of such amounts of interest is likely to exceed the value of the interest earned.
- 7.5 Unless otherwise agreed, it shall not be our responsibility to seek, obtain or undertake any due diligence on any bank's financial position or to comply with any reporting requirements which may arise in relation to the receipt of interest on monies held in the client account.
- 7.6 In the event of any bank at which a client account is held being subject to or undergoing any form of "insolvency" (such as *désastre*, liquidation, administration or any similar process), we shall not be liable for any losses, damages, liabilities, claims, costs and expenses howsoever arising from the insolvency, including without limitation, the loss of any or all of the monies held by the client account bank as referred to above.
- 7.7 We shall not be responsible for seeking or undertaking any due diligence on any bank's financial position.
8. **Confidentiality**
- 8.1 We shall keep confidential all information and documents relating to the Services unless:
- (a) we are authorised to disclose any information by you;
 - (b) we are working with other advisers on your behalf (including Bedell Cristin Jersey Partnership) and the disclosure is, in our view, appropriate to facilitate the provision of the Services;
 - (c) it is necessary or desirable to disclose such information to any auditor or legal or other adviser of ours;
 - (d) it is necessary or desirable to disclose the same to defend any claim or action against us;
 - (e) we are required to disclose information under the laws and regulations of Jersey, or by order of the courts of any of Jersey or any other courts of competent jurisdiction or the failure to make such disclosure would, in our opinion, be prejudicial to us, our staff or any agents;
 - (f) the information concerned is already in the public domain and, to the extent required, you hereby waive your rights to privilege in respect of any disclosure of information as set

out above; or

(g) such disclosure is otherwise permitted by these Terms of Business.

8.2 We shall not be required or under a duty to disclose to you any information we may have or be deemed to have about any matter affecting you which we may have acquired in the course of acting for or providing services to any other Client in any way other.

9. **Copyright and intellectual property**

9.1 We retain all copyright and other intellectual property rights in all material developed, designed or created by us in the course of acting for you at any time.

9.2 You agree only to use and copy material created by us for you at any time, or which we have developed independently of our work for you and used in the course of any matter, for the purposes of the matter in relation to which such material has been provided to you by us, or otherwise in accordance with our advice or any specific licence terms.

9.3 All material created in the course of acting for you at any time must be kept confidential by you unless we agree otherwise. You agree not to make our work available to third parties without our written permission.

9.4 We may use all material created and/or modified by us in the course of any matter for legal training, forms, service development and research purposes, without reference to you.

10. **Retention of documents**

10.1 After termination of the provision of the Services, we are entitled to retain and exercise a lien over all papers and documents which have come into existence in the course of our providing the Services until all fees and disbursements in connection with the provision of the Services and any associated services provided by any third parties shall have been settled in full.

10.2 Where, as part of providing Services, we have created internal memoranda, attendance notes and other documents for our own purposes then, in accordance with accepted principles, such documents shall belong to us and we shall not be obliged to hand over originals or copies of any such documents to you or to any other adviser appointed by you unless ordered to do so by a court of competent jurisdiction.

10.3 Subject to payment in full of all fees, charges and disbursements, we will, on your instructions, provide originals (or, if so requested, copies) of any documents belonging to you which we are holding or which we have under our control and which have come into existence while we provided Services.

11. **Destruction of documents**

11.1 We may retain all documents belonging to you for a period of eleven years from the date of termination of our instructions in relation to a particular matter in such format (and whether as

originals or copies) as we, in our absolute discretion, think fit and we may charge for the provision of any copies of such documents.

- 11.2 After eleven years, we may destroy all such documents at such time as we consider appropriate. In drawing this matter to your attention we will treat you as having so consented to the destruction of such files as set out above. If we are requested and agree to retain files beyond such eleven year period, we reserve the right to charge for so doing.

12. **Bribery and corruption**

- 12.1 We comply with all relevant laws and regulations applicable to Jersey concerning bribery and corruption and if we are aware of or suspect that such an act has occurred then we may, at our discretion, cease to act and immediately terminate the Engagement.

13. **Data protection**

- 13.1 We collect personal information about our Clients and (where our Clients are legal entities, such as a company) their owners, controllers and personnel.
- 13.2 We use that information in order to be able to provide our services to our Clients. We also use it for other legitimate purposes, such as raising our invoices, complying with our anti-money laundering obligations and marketing our business.
- 13.3 Where appropriate, we share the information collected with other Bedell Cristin branded partnerships and group companies. We might also need to share this information with our auditors, insurers or bankers or with official authorities and regulators.
- 13.4 For more information on how your information is used, how we maintain the security of your information and your rights in respect of the information we hold on you, we strongly recommend that you read our privacy notice, a copy of which is available at our website: www.bedellcristin.com
- 13.5 You can also contact our data protection co-ordinator at dataprotection@bedellcristin.com

14. **Termination of instructions**

- 14.1 We reserve the right to terminate the provision of Services for just cause and, save for exceptional circumstances, on reasonable notice.
- 14.2 You may terminate the retainer at any time.
- 14.3 Regardless of who terminates the instructions, you will be responsible for payment of all billed and unbilled fees and disbursements up to the date of termination of our instructions and any fees and disbursements reasonably incurred in connection with the transfer of the work to another person chosen by you.
- 14.4 We reserve the right to retain all papers and documents which relate to all matters in which we

have been instructed until fees and disbursements have been paid, as set out under our payment terms.

15. **Variation and publication of these Terms of Business**

- 15.1 We reserve the right to vary these Terms of Business from time to time including during the course of the provision of Services in any particular matter.
- 15.2 Where we do vary these Terms of Business in the course of our providing Services to you, we shall publish them on the Bedell Cristin website at www.bedellcristin.com and use reasonable efforts to draw such variation to your attention as required.
- 15.3 By taking this action you shall be deemed to have agreed to be bound by the Terms of Business and all such variations.

16. **Enforceability**

- 16.1 If any term or provision in these Terms of Business shall be held to be unlawful, void or unenforceable, in whole or in part, under any enactment or rule of law, such term or provision or part shall, to that extent, be deemed not to form part of these Terms of Business but the validity and enforceability of the remainder of these Terms of Business shall not be affected.

17. **Complaint procedure**

- 17.1 Should you have any complaints about the Services, you may raise it with the director of BCEL responsible for the matter or the Managing Partner of Bedell Cristin Jersey Partnership. We will attempt to answer all complaints fully and promptly.
- 17.2 If the complaint cannot be resolved by these means, then either party may refer it to the relevant person or body under the rules applicable in Jersey.
- 17.3 Any claim, dispute and controversy arising out of or in connection with our Engagement (including without limitation, any question regarding this Engagement's existence, validity or termination or any claims of professional negligence) may, at BCEL's sole option, be referred to and finally resolved by arbitration under the LCIA Rules, which Rules are deemed to be incorporated by reference into this clause. Judgment on the award(s) rendered by the arbitrator may be entered in any court having jurisdiction thereof. The number of arbitrators shall be one. The seat, or legal place, of arbitration shall be Jersey. The language to be used in the arbitral proceedings shall be English. If a court action has been initiated by you at the time that BCEL chooses to submit the matter to arbitration, then it is agreed that such court action is to be discontinued, unless the arbitrator finds that BCEL has waived such right by substantially participating in the court action without having raised its right under this clause.

18. **Governing law**

- 18.1 These Terms of Business regarding our Services shall constitute the contract for the provision of Services (subject to any other terms in writing agreed between us).

18.2 This contract shall be governed by and construed in accordance with Jersey law.

19. **Exclusive jurisdiction**

19.1 You irrevocably agree to submit to the exclusive jurisdiction of the courts of Jersey to settle any dispute that arises from the provision of Services.

20. **Force majeure**

20.1 We shall bear no liability for loss, damage or delay, howsoever arising, caused by circumstances outside our control of whatsoever kind, including, without limitation, fire, flood, storm, earthquake, wars, riots or cyber-attack.