

## Notarial Services – Price, Service, Redress and Regulatory Information

### **What Our Work Will Cover – The Stages Involved in a Notarial Matter**

The precise stages involved vary according to the circumstances. However, below are some typical key stages involved in a notarial matter:

- Receiving and reviewing the relevant documents to ascertain what is required;
- Liaising with legal and other advisors to obtain all necessary documentation to allow the notary to deal with the document (e.g. company constitution; company books; board minutes; powers of attorney; copies of documents referred to; information as to applicable foreign law);
- Reviewing all ancillary documentation to verify that the signatory has the power; legal capacity; and authority to sign the relevant document;
- Liaising with third parties to verify any documents as necessary (e.g. checking with academic institutions that they have issued a degree certificate in the form presented to us);
- Meeting with the signatory to verify their identity to discuss the document and the background to the matter to ensure: the signatory understands what the document does; that they have the mental capacity to enter into it and that they are entering into it of their own free will; and to ensure appropriate execution of the document;
- Preparing and affixing a notarial certificate to the document as necessary and applying the notary's official seal of office;
- Arranging for legalisation of the notarised document by the UK Foreign and Commonwealth Office and any relevant embassies or consulates;
- Arranging for the permanent storage of copies of all notarised documents.

### **Our Fees**

We will normally provide a fixed fee for a notarial matter. If we do not provide a fixed fee, we will charge fees primarily by reference to the amount of time spent on your matter. This will include, but is not limited to: preliminary advice; preparation; attendances; drafting; phone calls; correspondence; legalisation and record keeping.

If any unforeseen or unusual issues arise during the course of the matter we may need to revise our fee estimate. Examples include where: additional documents are required to be notarised; additional liaising with your advisors is required; or additional translations or legalisations are required due to the requirements of the country in which your document is to be used.

Additional work outside of the agreed scope will be charged at the hourly rate of the Notary which will be advised to you. We will notify you at an appropriate juncture if any additional work is required.

All references to VAT are to VAT at the standard rate.

### **Third Party Costs**

We will be required to incur third party expenses on your behalf which we will include on our invoice to you. We will endeavour to provide an estimate of all third party costs at the outset of the matter.

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The following is a list of typical costs involved in a notarial matter. This list is not exhaustive and others may apply depending on the circumstances of the matter.

- Foreign and Commonwealth Office Legalisation\* Fees:
  - £75 per document – Premium Legalisation Service (1-2 days)
  - £30 per document plus postage – Standard Postal Service (1-2 weeks)
- Consular Legalisation Fees – these vary from £15 to over £400 per document depending on the consulate and type of document\*
- Legalisation Courier Fees – £50 per FCO/consulate visit
- Fees for searches/documents from UK or overseas public registers – these are generally no more than £20 per search
- UK or International Delivery Courier Fees – these vary depending on weight and destination
- Translation Fees – these are charged on a per word basis and depend on the document, its length and the urgency of the translation\*\*

\* Fees charged by Embassies and Consulates vary over time and can be charged in foreign currency meaning that it is not always possible to provide a precise figure in advance.

\*\* We will obtain a quote for any translation fees for your approval before incurring the cost.

### **Redress**

#### Insurance

The firm is insured for the provision of notarial services by its notary for at least £1,000,000.

#### Complaints Information

Our notarial services are provided by a notary whose practice is regulated through the Faculty Office of the Archbishop of Canterbury.

The Faculty Office, 1 The Sanctuary, Westminster, London, SW1P 3JT

Telephone: 020 7222 5381

Email: [faculty.office@1thesanctuary.com](mailto:faculty.office@1thesanctuary.com)

Website: [www.facultyoffice.org.uk](http://www.facultyoffice.org.uk)

If you are dissatisfied about the service you have received please do not hesitate to contact us.

If we are unable to resolve the matter you may then complain to The Notaries Society, of which Jonathan Hewitt is a member, who have a [Complaints Procedure](#) which is approved by the Faculty Office. This procedure is free to use and is designed to provide a quick resolution to any dispute.

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

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Christopher Vaughan, Secretary, The Notaries Society, Old Church Chambers, 23 Sandhill Road,  
St James, Northampton NN5 5LH.

Email: [secretary@thenotariessociety.org.uk](mailto:secretary@thenotariessociety.org.uk)

If you have any difficulty making a complaint in writing, please do not hesitate to call The Notaries Society for assistance.

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

Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

If you decide to make a complaint to the Legal Ombudsman, you must refer your matter to the Legal Ombudsman within six months from the conclusion of the complaint process.