



## Notary Public Terms of business

### **Identification**

You will need to produce by way of identification the original of your current passport or a current photo card driving licence or national identity card. We may also require proof of address in the form of a utility bill, council tax bill, credit card or bank statement showing your current address which should not be more than 3 months old from the date of our meeting.

You should also bring any other ID which may be referred to in the papers required to be notarised such as a foreign Identity Card.

### **Advice on the document**

We do not offer advise on the contents of the document you require notarising, however, we will provide advice on the formalities of signature of the document. You must understand what you are signing.

### **Translations of Documents.**

If the document is written in a language you do not understand, we may require you to obtain an official translation. This translation must be by an accredited translator who will mark the document accordingly.

### **Companies, partnerships or other entities.**

If a document is to be signed on behalf of a company, a partnership, a charity, club or other incorporated body, we will need to be able to establish the identity of that body, and authority for the individual to sign on behalf of that entity. This may include but is not limited to:-

A written resolution

A board minute

A letter of authority or power of attorney

The partnership deed

### **Fees and expenses**

There is a minimum of £100 per document. we do not charge VAT on fees.

If the matter is more complicated or has multiple documents, then a fee will be negotiated directly with you. Such fee may include preparatory time and drafting, telephone calls and other sundry expenses, including record keeping.

### **Disbursements**

All matters can attract additional fees such as Apostille fees, agents fees, postage costs, courier fees, travelling expenses, translator or interpreter fees, etc. Where such fees are likely to be incurred we will provide you with appropriate information and estimates with regard to the same.

## **Payment**

Payment can be made by bank transfer, or in cash (by arrangement).

## **Notarial records and data protection**

We are required to keep a formal record of all work undertaken as well as copies of the ID information we obtain. Personal data obtained is held securely and is not capable of being accessed externally. Such data collected as part of our notarial practice is used purely for meeting our responsibilities as Notaries Public.

## **Insurance**

We maintain professional indemnity insurance at a level of at least £1,000,000 per claim.

## **Termination**

We reserve the right to terminate our engagement if we have good reason to do so, for example, if you do not pay a bill or comply with any request for documentation or expenses or you fail to cooperate fully..

## **Regulation**

The notarial practice is regulated through the Faculty Office of the Archbishop of Canterbury:

The Faculty Office

1, The Sanctuary

Westminster

London SW1P 3JT

Tel: 020 7222 5381

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

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

## **Complaints**

If you are dissatisfied about the service you have received please contact us to discuss matters in the first instance and we will look to resolve any issues to your satisfaction.

If we are unable to resolve the matter you may then complain to the Notaries Society of which we are members, 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:

The Secretary of The Notaries Society

PO Box 1023

Ipswich IP1 9XB

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

Tel: 01908 803527

If you have any difficulty in 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 Notaries Society Approved Complaints Procedure, you may at the end of that procedure, or after a period of 8 weeks from the date you first indicated you were dissatisfied, make your complaint to the Legal Ombudsman, if you are not happy with the result:

Legal Ombudsman

PO Box 6167

Slough SL1 0EH

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 one year from the act/omission or within one year from when you should reasonably have known there was cause for complaint.