

CILEx Regulation Transparency Rules

Introduction

1. (1) These are the CILEx Regulation Transparency Rules.
 - (2) If a CILEx **Authorised Entity** is providing legal services set out at Annex A, in relation to those legal services, it must
 - a) publish on, or via a link from, its website homepage the information set out at Rules 2-8, or
 - b) if it does not have a website, make available on request the information set out at Rules 2-7.
 - (3) In complying with these rules, a CILEx **Authorised Entity** is required to adhere to the CILEx Code of Conduct for the time being in force, including but not limited to, Principles 2, 4 and 5. A CILEx **Authorised Entity** is bound by the associated regulatory arrangements in force from time to time.
 - (4) Responsibility for the application and administration of these Rules is delegated by **CILEx** to **CILEx Regulation**.

PRICE information

2. Price information must include:
 - a) The **total price** of the legal service.
 - b) The basis on which the **total price** is calculated, for example, fixed fee or hourly rate.
 - c) The services that are included in the published **total price**, and services that might reasonably be expected to be included in the published **total price** but are not.
 - d) The price of all disbursements payable, together with an explanation of the disbursement.
 - e) The prices and disbursements on which VAT must be paid and the amount of VAT payable.
 - f) If conditional fee or damages-based agreements are available, then the circumstances in which clients may have to make payments themselves (including from any damages) must be explained.

SERVICE information

3. Service information must include:
 - a) A description of the legal services provided
 - b) The key stages of the legal service
 - c) Typical timescales for each stage of the legal service

COMPLAINTS AND REDRESS information

4. An **Authorised Entity** must publish details of its free complaints handling procedure including how and when a complaint can be referred to the Legal Ombudsman and to **CILEx Regulation**.

REGULATORY information

5. An **Authorised Entity** must state that it is required to have Professional Indemnity Insurance (PII) to cover all legal services provided and it must be made clear which legal services are covered by the Authorised Entity's PII.
6. An **Authorised Entity** must make clear the area(s) of law in which it provides legal services that:
 - a) it is authorised for,
 - b) are covered by CILEx Regulation's Compensation Arrangements (Compensation Arrangements) and
 - c) are not covered by Compensation Arrangements
7. An **Authorised Entity** must display on the company's letter headed paper, emails and on the home page of its website the wording that it is 'Authorised by CILEx Regulation for....' followed by the area of law in which it has been granted authorisation for and its Authorisation number.
8. An **Authorised Entity** must display on the home page of its website the **CILEx Regulation logo(s)** relating to the area(s) in which the firm is authorised to conduct legal services.

Interpretation

9. In these Rules, unless otherwise provided:

Authorised Entity:	means a partnership (including a limited liability partnership), company or sole principal authorised or licensed by CILEx under the Legal Services Act 2007 to: (a) carry on an activity which is a Reserved Legal Activity; or (b) provide immigration advice or immigration services; and where the context permits, references to acts or omissions by such a body shall include the acts or omissions of such a body's principals (including the partners in a partnership, the members in an LLP or the directors in a company) and employees;
CILEx:	means the Chartered Institute of Legal Executives;
CILEx Regulation:	means CILEx Regulation Limited
logo:	means any CILEx Regulation logo or smart badge that any Authorised Entity or CILEx practitioner is authorised to display.
total price:	means all costs that must be paid for a legal service including, but not exclusively, the legal fees, disbursements, any other costs and VAT on these elements where payable.

Annex A - the list of the areas of legal services to which the price transparency requirements apply

1. Residential conveyancing of freehold and leasehold sales and purchases, mortgages and re-mortgages including:

- transfer of legal title, ownership or any legal or equitable interest in such property from one party to another
- grant of a mortgage or other lien (the grant of an encumbrance on any such property such as a mortgage or a lien)
 - (the drawing of documents which affect such transfers or grants or establish a title or interest in such property)
 - the examination of the title or ownership of such property)

2. Probate, that is the collection and distribution of money, property and other assets belonging to a person following their death, including, but not exclusively:

- application for grant of probate or letters of administration
- payment of debts and funeral expenses
- payment of inheritance tax liability
- distribution of the remainder to beneficiaries in accordance with a will, or, distribution in accordance with the rules of intestacy where there is no will.

Contested probate is not included.