

# What Makes Harris & Harris Different



We think you should come first. In addition to our professional responsibilities to you as solicitors we go further.

## **We are independent**

We do not pay referral fees for your work. Clients come to Harris & Harris because of their own experience or recommendations. Where other professionals refer clients it is because they think we are the best firm to do the work, not because we pay them. We also get cases referred to us through the professional panels on which we have members. The only exception to this is cases referred to us through membership of Accident Line, the Law Society's Personal Injury organisation, where we pay fees to them. We do not accept cases from other Claims Management companies.

## **We don't make money out of your money**

The full rate of interest received on money that we hold on your behalf will be paid to you in accordance with the Solicitor's Account Rules. We will not keep back a percentage or make a "handling charge".

## **We don't take commission**

We will not keep any commission received on any insurance products. If we have to refer your case to another solicitor, or to a financial advisor or expert we will recommend the best person for your case. We will not be influenced by the possibility of receiving commission or any other payment because we won't be getting any.

## **We will give you honest information about costs**

Some organisations offering legal services put figures in adverts that do not include the full costs of the work, and add hidden charges later. We will tell you at the start about your overall costs, including a breakdown of what we will charge, VAT and other payments you may have to make. This will be the best information we can give, and we will keep it under review. We will tell you if it is a fixed price or an estimate. In cases where costs cannot be fixed you can ask us to set a limit on your costs.

## **We don't charge you for looking after your papers**

There are many documents that you may need to produce in future, and it may cause delay and expense if you can't. We will advise you about this at the end of any transaction. We will not charge you for storing your deeds, your wills or other important documents, or for producing them from storage. Most mortgage lenders no longer provide this service. If they do they will normally charge you, and sometimes these hidden charges can be substantial. Sometimes these alone can make it more expensive to use services such as Will Writers.

---

*"professionals with a human face"*