

Thank you for your enquiry with The Notary Solution Limited. We are delighted to be able to assist you with your transaction and would like to take this opportunity to give you a little more information about our practice.

Our principal notary is Katherine Beckett and The Notary Solution Limited is a notarial practice based in England that is regulated by the Master of the Faculties through the Faculty Office of the Archbishop of Canterbury. The Faculty office can be contacted in writing at 1 The Sanctuary, London SW1P 3JT, by telephone (020 7222 5381) or email (faculty.office@1thesanctuary.com). The website address is www.facultyoffice.org.uk.

We have a number of consultant notaries that work with our practice and you will be advised in advance of your appointment which notary public you will be seeing. We aim to exceed your expectations and very much hope that you are happy with the service you receive. However, if you are dissatisfied about the service you have received for any reason, please do not hesitate to contact The Notary Solution directly. We will do our very best to immediately resolve any issue that you have. If we are unable to resolve the matter you may then complain to The Notaries Society of which all of our notaries are members, who have a Complaints Procedure, which is approved by the Faculty Office or to the Faculty Office who will refer the complaint to be considered by one or several independent notaries. 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 (secretary@thenotariessociety.org.uk). If you have any difficulty making a complaint in writing, please do not hesitate to call the Notaries Society/the Faculty Office 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 notified me that you were dissatisfied, make your complaint to the Legal Ombudsman, if you are not happy with the result. 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 one year from when you should reasonably have known there was cause for complaint. The Legal Ombudsman can be contacted at Legal Ombudsman PO BOX 6806 Wolverhampton WV1 9JW or by telephone (0300 555 0333) or email enquiries@legalombudsman.org.uk.

- **All our notarial work is invoiced and payable to The Notary Solution Limited.**
- **Our notaries can check that you understand the legal nature of the document that you are signing but they cannot give legal advice.**
- **Our notarial documents and records are open to inspection to anyone who has a proper interest in them. In assessing whether someone has a proper interest, we may refer to the Registrar of the Faculty Office.**

The Notary Solution Limited,
Windsor House, Cornwall Road
Harrogate, HG1 2PW
Tel 01423 369607

- We are obliged to comply with the Data Protection Act 2018 in respect of information held about you. We will never release information held about you to third parties except to the extent required in order to carry out your instructions or to comply with the Regulations of The Faculty Office.
- **In engaging our services, you agree that if you make a claim, it will be against The Notary Solution Limited and not any individual notary or notaries and that all liability to you in respect of any claim whatsoever is limited to one million pounds in respect of any one claim or series of claims (save in the case of fraud where no such limit shall apply) and then only to the extent permitted by the Unfair Contract Terms Act 1977.**
- If you present or sign a document on behalf of a third party, including companies, partnerships and trusts, you are warranting that you are authorised to sign on behalf of that organisation and you are accepting these terms of business on its behalf.
- We are insured under a professional indemnity policy for at least one million pounds.

Thank you once again for your enquiry. We hope that you will be happy with the service that you receive and we look forward to working with you.