

INFORMATION SHEET: UNGER NOLET LAWYERS

Financial information

Unger Nolet Lawyers handling of your case is subject to its general terms and conditions. You will receive this information bulletin during the intake meeting where you instruct Unger Nolet Lawyers to represent you. The hourly rate for the work carried out by your lawyer will also be discussed during this meeting.

Your instruction involves costs we need to finance in advance. These costs cover not only the regular labour costs incurred for your case, but external costs too, such as bailiff's costs, conduct money, etc. Save for special arrangements agreed, you will therefore receive a request for payment on account, the amount of which is to be discussed with you, upon accepting your instruction.

Depending on the scope of the work, we will invoice you before completion of the instruction, every month, every two months, or once every three months. You will receive the final invoice upon completion of your case. Your advance will be settled against this final invoice.

The invoices will give a general description of our activities. We operate a computer-based works administration which enables us to provide you with information on the work carried out on your behalf as and when you need it.

We will charge you an hourly rate that includes all ordinary office costs. Not included are costs to be made specifically for your case, the so-called disbursements. These cover, for instance, the costs of applying for extracts from the population or the commercial register, court fees, bailiff's costs, or conduct money. In short, all third-party costs for which these third parties have been instructed, including expertise costs.

On 1 January of every year we will adapt our rates in line with inflation, increasing costs and wage trends. You will be informed regarding any changes.

If you qualify for government-funded legal aid, you do not need to pay the costs of legal aid, save for a small contribution that is dependent on your personal financial situation. You are, however, obliged to pay the costs related to your case referred to above (save for part of the bailiff's costs).

Tell your lawyer as soon as there is a change in the income of you or your partner. This is relevant for a Legal Board application.

Complaints and Disputes Procedure for the Legal Profession

Dissatisfied with our services?

Our office aims to be of your service as best it can. Nevertheless, you may be dissatisfied with a particular aspect of our service. Please find below the steps to take should this be the case.

Our internal complaints scheme

If you are dissatisfied with the quality of our service or with the invoice, please put your objections to your lawyer first. You may also contact mr. E. Unger, complaints officer at our office.

In consultation with you we will aim to find a solution to the problem as quickly as possible. We will confirm this solution to you in writing.

In the unlikely event that you are not satisfied with the outcome of our meeting, you may submit a complaint to the Disputes Committee for the Legal Profession, after submitting your objections to our office first. You may also contact the Disputes Committee for the Legal Profession if our office fails to respond to your complaint within four weeks after its submission.

Disputes Committee for the Legal Profession

Our office is affiliated with the Disputes Committee for the Legal Profession. This disputes committee was set up on 1 June 1999 and falls under the Foundation for Consumer Complaints Boards (SGC) and the Foundation for Profession and Business Complaints Boards (SGB) in The Hague. You may submit your complaint to the Disputes Committee for the Legal Profession up to 12 months after the date of our office's written response.

The Disputes Committee for the Legal Profession will give its decision in an arbitral award for business clients or as a binding advice in disputes brought by private clients. The Disputes Committee for the Legal Profession is authorised to decide on complaints concerning the quality of the services provided by the lawyer and the amount of the invoice. If you feel you are entitled to compensation, please note that the Disputes Committee for the Legal Profession is authorised to decide on claims for damages up to a maximum of € 10,000. You may submit higher claims for damages to the Disputes Committee for the Legal Profession only if you expressly limit the amount of your claim to a maximum of € 10,000, and waive any excess in writing.

The Complaints and Disputes Procedure for the Legal Profession does not apply to disputes that regard the collection of one or more invoices which the partnership has forwarded to its instructing client.

The Disputes Committee will hear the case according to the Disputes Committee for the Legal Profession Regulations applicable at the moment the complaint is submitted to the Disputes Committee. The decision by the Disputes Committee for the Legal Profession is not open to appeal.

The address for the Disputes Committee is:
Secretary Legal Profession Dispute Committee
Bordewijklaan 46 (2nd floor)
2591 XR The Hague
tel. 070 310 53 10
Postbus 90600
2509 LP Den Haag

If you would like more information on the Complaints and Disputes Procedure for the Legal Profession, please do not hesitate to apply for a brochure via our office. You may also apply for information from the Netherlands Bar Association (www.advocatenorde.nl).