

# ACCA SCHEME MEMBERS HELPLINE



**As a benefit of your ACCA member's scheme professional indemnity policy, Lockton has arranged a free legal advice helpline on professional indemnity matters. You can receive up to 60 minutes of free legal advice from leading law firm, Clyde & Co, on any issue relating to a potential professional negligence matter.**

Calling the helpline may help you to prevent a claim or a problem with a client developing. If you are worried about an issue, then you can take advantage of this free benefit to you before instructing other solicitors at your own expense.

To use the helpline, please call one of the team on the telephone numbers shown in the 'contacts' box. You will need to have your policy details available when you call. Once your entitlement under your policy has been confirmed, you will then be able to speak to an experienced lawyer at Clyde & Co, who will be able to help you with your potential or actual professional negligence problem and the enquiry you want to make.

The helpline offers you up to 60 minutes free advice. If it is not possible to resolve your query within that timescale then you are free to instruct any solicitor of your choice to continue to act for you – but this would be at your own cost. Please note that the helpline is not for the notification of claims, which should be made to Lockton in accordance with your policy documentation.

The helpline is intended to cover issues you may face in the course of your professional business which may relate to a professional negligence claim. It is not intended to cover personal legal issues, employment issues, landlord and tenant issues or disputes with business suppliers.

**Typical examples of enquiries which the helpline may cover include:**

- I have had a letter from a client, who refuses to pay my bill. How do I deal with him? He has not said that there is a professional negligence claim, but I am concerned at what may lie behind his refusal to pay.
- I have discovered a problem on a file, I am not sure that it is negligence, can I talk it through with you?
- I have had a request from a former client for my file of papers, what should I send them?
- I have had an employee leave, and am concerned that there may be some issues in the files he worked on, what should I do?
- I've missed a filing date. Can I pay the late penalty for my client without telling my client/insurers, as it will fall within my excess in any event?

## ACCA Scheme Legal Helpline

The helpline is available between the hours of **9.30am to 5.00pm** Monday to Friday excluding UK public holidays.

**Ben Parks**  
Partner

T. 0161 240 8610

**Alison Siniver**  
Partner

T. 0161 240 8610

**Louisa Robbins**  
Partner

T. 0161 240 8610