



SECTION A – BUSINESS PROFILE

INSERT TIME MARKER

ASK ALL

**A1 Can I just confirm that you are one of the people best qualified to talk about the prices that your firm charges for key legal services?**

INTERVIEWER NOTE: REFERRALS CAN BE TAKEN TO ANYONE IN THE FIRM THAT THE CONTACT FEELS IS BEST PLACED TO ANSWER QUESTIONS ON THE AREAS OUTLINED.

- Yes.....1
- No – taken referral and being transferred .....2
- No – taken referral and arranged call back .....3
- No – refused referral.....4 - CLOSE

**I'd now like to start by asking you some questions about the background to your business.**

ASK ALL

**A2 – Firstly, which of the following legal services does your firm currently provide?**

READ OUT. CODE ALL THAT APPLY. RANDOMISE CODES 1-5.

- Residential conveyancing .....1
- Divorce .....2
- Lasting power of attorney.....3
- Probate.....4
- Estate administration.....5
- Wills.....6
- (None of the above) .....7 – CLOSE
- (Don't know) .....8 – CLOSE
- (Refused).....9 – CLOSE

ASK ALL

**A3 And which of these legal service areas are you personally familiar with and able to provide prices for? READ OUT. DISPLAY ONLY THOSE MENTIONED AT A2.**

- Residential conveyancing ..... 1
- Divorce ..... 2
- Lasting power of attorney..... 3
- Probate..... 4
- Estate administration ..... 5
- Wills..... 6
- (None of the above) ..... 7 – ASK FOR REFERRAL ELSEWHERE IN FIRM

CATI NOTE:

IF A3=3, 4, 5 AND 6 – THEN ASSIGN TO GROUP 3, REMAINDER TO BE RANDOMLY ASSIGN TO GROUPS 1-3 (EACH RESPONDENT TO BE ASKED ABOUT ONE LEGAL AREA).

- GROUP 1 (CONVEYANCING) IF A3=1- ASKED SECTIONS A, B, E & F
- GROUP 2 (DIVORCE) IF A3=2 - ASKED SECTIONS A, C, E & F
- GROUP 3 (LASTING POWER OF ATTORNEY, PROBATE & WILLS) IF A3=3-6 - ASKED SECTIONS A, D, E & F

ASK ALL

**A4 What does your firm mainly operate as...?**

**AS NECESSARY: For example, are you a solicitors, notaries firm, licensed conveyancers, etc?**

PROBE AS NECESSARY – DO NOT NEED TO READ OUT THE FULL LIST - SINGLE CODE

Solicitors firm (including sole practitioner).....	1
Barristers Chambers.....	2
Notaries firm.....	3
Licensed conveyancers firm .....	4
Will writing firm .....	5
Costs Lawyers firm.....	6
Unregulated legal services provider.....	7
Accountancy firm .....	8
Other (Please Specify) .....	95

ASK UNLESS SOLICITORS OR BARRISTERS AT A4 (CODES 1-2)

**A5 Are you governed by any regulatory bodies or boards?**

PROBE AS PER PRECODES - SINGLE CODE PREFERRED BUT MULTI ALLOWED

Council for Licensed Conveyancers .....	1
Intellectual Property Regulation Board .....	2
CILEx Regulation .....	3
Costs Lawyer Standards Board.....	4
Bar Standards Board.....	5
Solicitors Regulation Authority.....	6
Faculty Office .....	7
Institute of Chartered Accountants in England and Wales .....	8
Or, None of these .....	9
(Don't know) .....	95

ASK IF NONE OF THESE AT A5 OR A4=5

**A6 Are you a member of any of the following trade associations?**

READ OUT – MULTI ALLOWED

Institute of Professional Willwriters .....	1
Society of Will Writers and Estate Practitioners .....	2
Professional Paralegal Register.....	3
(Other (Please Specify)) .....	4
None of these .....	5

ASK IF A5=1, 2, 6 OR 8 OR A4=1 OR 2

**A7 Are you licensed as an alternative business structure?**

- Yes.....1
- No .....2
- (Don't know) .....3

ASK ALL

**A9 Does your firm operate from...?**

READ OUT. SINGLE CODE

- A single site .....1
- Multi-sites – based just in your region.....2
- Multi-sites – national .....3
- Multi-sites – international.....4
- A wider network of firms in England and Wales .....5
- A wider network of firms outside of England and Wales ..6
- (Other (Specify)).....7
- (Don't know) .....8
- (Refused) .....9

ASK ALL

**A10 And is <IF CODE 1 AT A9 your firm/IF NOT CODES 2-9 AT A9 the office where you are based> located in...?**

READ OUT. SINGLE CODE

- A village or rural area .....1
- A town .....2
- Or a city .....3
- (Other (Specify)).....4
- (Don't know) .....5
- (Refused) .....6

ASK ALL

**A11 How long ago was your firm first established? READ OUT AS NECESSARY. SINGLE CODE.**

AS NECESSARY: **This means when the business started trading**

Within the last year .....	1
Over 1, up to 2 years ago .....	2
Over 2, up to 3 years ago .....	3
Over 3, up to 4 years ago .....	4
Over 4, up to 5 years ago .....	5
Over 5, up to 10 years ago .....	6
Over 10, up to 20 years ago .....	7
Over 20 years ago .....	8
(Not yet trading).....	9
(Don't know) .....	10
(Refused) .....	11

ASK ALL

**A12 And how many people are currently employed by your firm?**

AS NECESSARY:

- **Please include both full and part-time staff**
- **Please do NOT include contractors or temporary staff**

Write in number (0+):

(Don't know) – PROMPT WITH RANGES

(Refused)

IF DON'T KNOW EMPLOYEES (A12=DK)

**A13 If you had to estimate, approximately how many people are employed by your firm? READ OUT AS NECESSARY**

No employees.....	1
1-4 .....	2
5-9 .....	3
10-19 .....	4
20-49 .....	5
50-99 .....	6
100-199 .....	7
200-249 .....	8
250-499 .....	9
500-999 .....	10
1,000 or more .....	13
(Don't know) .....	11

## SECTION B – CONVEYANCING

INSERT TIME MARKER

### READ OUT TO ALL GROUP 1

I'd now like to run through five scenarios with you in the area of conveyancing. For each scenario, I will provide a list of relevant information before asking you to provide an estimated cost. For each scenario we are simply asking you to provide your best estimate of the likely cost your firm would charge for the service.

We'll ask about any conditions you place on these estimated costs later in the questionnaire.

CATI – TO INCLUDE OPTION HERE TO EMAIL SCENARIOS KEEPING RESPONDENT ON THE PHONE. IDEALLY RUN THROUGH FIRST SCENARIO BEFORE EMAILING. RECORD ON CATI WHETHER EMAIL OF SCENARIOS WAS REQUIRED

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### SCENARIO B1

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#### READ OUT TO ALL GROUP 1

**RB1 - So firstly can I just ask whether you would provide conveyancing services remotely, by which I mean you would not need any face to face contact with the client, or do you only provide conveyancing services to local clients?**

- Yes - would provide this service remotely ..... 1  
No - only provide this service to local clients ..... 2  
(Don't know) ..... 3

The first scenario is '[a sale only of a freehold property.](#)

I would like you to think about...

- A new client who lives <IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>, and who is an individual seller
- The sale value is **£205,000**
- The current mortgage will be repaid on sale, is 80% of sale value, and the lender is a major residential property lender
- The property is freehold

#### INTERVIEWER TO ADVISE AS NECESSARY:

Please include the following in the estimation:

- Fees for standard service, including:
  - Any firm administrative charges (e.g. postage, photocopying and telephone calls)
  - Liaising with the lender
  - Attendance at completion and to any relevant document lodgement and payment of charges
  - The property has no new extensions
  - The property is on a residential road (not on a private track)
  - The property is registered with the Land Registry

Please also assume that:

- There are no restrictive covenants or other caveats or other complications
- Please exclude any bank transfer fees or other disbursements
- Please also exclude VAT

**INTERVIEWER NOTE: INTERVIEWER ONLY TO OFFER AN EMAIL WITH THE SCENARIOS IF FEEL RESPONDENT IS UNCLEAR - AS NECESSARY**

**Would you like me to send you an email with the scenarios on?**

- Yes (take email address) ..... 1
- No..... 2

**ASK ALL GROUP 1**

**B1A So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage of sale value ..... 3
- Hourly rate ..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

**IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B1A=1, OR 2 OR 5 OR 7)**

**B1B And what would your <IF CODES 1 OR 5 OR 7 AT B1A total estimated cost/IF CODE 2 ONLY AT B1A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

**IF CHARGE A FIXED PERCENTAGE (B1A=3)**

**B1C And what would your fixed percentage be for this service?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

**IF CHARGE A FIXED PERCENTAGE (B1A =3)**

**B1D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B1C>% of the sale value of £205,000. Is that correct?**

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (B1A =4)

**B1E** IF CODE 4 ONLY AT B1A

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT B1A

**So in addition to the <IF CODE 2 AT B1A fixed fee/IF CODE 3 AT B1A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):

(Don't know) - CLOSE

(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B1A=4)

**B1F** **And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B1A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:

(Don't know) - CLOSE

(Refused) – CLOSE

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SCENARIO B4

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ASK ALL GROUP 1

**RB4 - The next scenario is 'also a sale only but this time of a leasehold property'.**

**I would like you to think about...**

- **New client who lives <IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>, the property is being sold by 2 sellers, selling as joint tenants**
- **The sale value is £205,000**
- **The existing mortgage will be fully repaid at sale but to be formally discharged at completion**
- **The property is leasehold and no complications are expected**

**INTERVIEWER TO ADVISE AS NECESSARY:**

**Please include the following in the estimation:**

- **Fees for standard service, including:**
  - **Any firm administrative charges (e.g. postage, photocopying and telephone calls)**
  - **Liaising with the lender and the purchaser's solicitor**
  - **Attendance at completion and registration of documents with the Land Registry**
  - **The property has no new extensions**
  - **The property is on a residential road (not on a private track)**
  - **The property is registered with the Land Registry**

**Please also assume that:**

- **There are no restrictive covenants or other caveats or other complications**
- **Please exclude any bank transfer fees or other disbursements**
- **Please also exclude VAT**

ASK ALL GROUP 1

**B4A So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

Estimate of the total cost (i.e. a base level cost) .....	1
Fixed fee.....	2
Fixed percentage of sale value .....	3
Hourly rate.....	4
(Other (SPECIFY)).....	5
(Do not offer this service).....	6 – SKIP TO NEXT SCENARIO
(Don't know) .....	7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B4A=1, OR 2 OR 5 OR 7)

**B4B** And what would your <IF CODES 1 OR 5 OR 7 AT B4A total estimated cost/IF CODE 2 ONLY AT B4A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B4A=3)

**B4C** And what would your fixed percentage be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in percentage (0%+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B4A=3)

**B4D** So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B4C>% of the sale value of £205,000. Is that correct?

Yes - correct ..... 1  
No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (B4A=4)

**B4E** – IF CODE 4 ONLY AT B4A

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT B4A

**So in addition to the <IF CODE 2 AT B4A fixed fee/IF CODE 3 AT B4A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF B1E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was <CATI TO INSERT FROM B1E> Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B4A=4)

**B4F** And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3)  
AT B4A providing the hourly rate element of> the specified scenario?

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:

(Don't know) - CLOSE

(Refused) – CLOSE

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SCENARIO B2

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READ OUT TO ALL GROUP 1

**RB2 - The next scenario is 'a purchase only of a freehold property'. This scenario is very similar to the first but this time for a purchase, with a new mortgage of 70% of the property value.**

**So again please think about...**

- **A new client who lives IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>, and who is an individual seller**
- **The purchase value is £205,000**
- **There is a new mortgage for the property, being 70% of the purchase value, and the lender is a major residential property lender**
- **It is freehold**

INTERVIEWER TO ADVISE AS NECESSARY:

**Please include the following in the estimation:**

- **Fees for standard service, including:**
  - **Any firm administrative charges (e.g. postage, photocopying and telephone calls)**
  - **Liaising with the lender**
  - **Conducting standard searches of the Land Register (and any other reasonably necessary local searches)**
  - **Attendance at completion, registration of documents with the Land Registry, and payment of stamp duty and land tax**
  - **The property has no new extensions**
  - **The property is on a residential road (not on a private track)**
  - **The property is registered with the Land Registry.**

**Please also assume that:**

- **No complex environmental searches are required**
- **There are no restrictive covenants or other caveats or other complications**
- **Please exclude any bank transfer fees or other disbursements such as land registry or local search fees and stamp duty**
- **Please also exclude VAT**

ASK ALL GROUP 1

**B2A So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage of purchase value ..... 3
- Hourly rate ..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B2A=1, OR 2 OR 5 OR 7)

**B2B And what would your <IF CODES 1 OR 5 OR 7 AT B2A total estimated cost/IF CODE 2 ONLY AT B2A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B2A=3)

**B2C And what would your fixed percentage be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B2A=3)

**B2D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B2C>% of the purchase value of £205,000. Is that correct?**

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (B2A=4)

**B2E** IF CODE 4 ONLY AT B2A

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT B2A

**So in addition to the <IF CODE 2 AT B2A fixed fee/IF CODE 3 AT B2A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF B4E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was <CATI TO INSERT FROM B4E> Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B2A=4)

**B2F** **And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B2A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:  
(Don't know) - CLOSE  
(Refused) – CLOSE

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SCENARIO B5

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READ OUT TO ALL GROUP 1

**RB5 - This next scenario is 'again a purchase only but this time of a leasehold property'.**

**This time please think about...**

- **New client who lives IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>**,
- **the property is being bought by 2 buyers, buying as joint tenants**
- **The purchase value is £205,000**
- **There will be a new mortgage for the property, being 70% of the purchase value, and the lender is a major residential property lender**
- **It is leasehold**

INTERVIEWER TO ADVISE AS NECESSARY:

**Please include the following in the estimation:**

- **Fees for standard service, including:**
  - **Any firm administrative charges (e.g. postage, photocopying and telephone calls)**
  - **Liaising with the lender**
  - **Conducting standard searches of the Land Register (and any other reasonably necessary local searches)**
  - **Attendance at completion, registration of documents with the Land Registry, and dealing with the payment of stamp duty and land tax**
  - **The property has no new extensions**
  - **The property is on a residential road (not on a private track)**
  - **The property is registered with the Land Registry**

**Please also assume that:**

- **No complex environmental searches are required**
- **There are no restrictive covenants or other caveats or other complications**
- **Please exclude any bank transfer fees or other disbursements such as land registry or local search fees and stamp duty**
- **Please also exclude VAT**

ASK ALL GROUP 1

**B5A So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage of purchase value ..... 3
- Hourly rate ..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B5A=1, OR 2 OR 5 OR 7)

**B5B And what would your <IF CODES 1 OR 5 OR 7 AT B5A total estimated cost/IF CODE 2 ONLY AT B5A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B5A=3)

**B5C – And what would your fixed percentage be for this service?**

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B5A=3)

**B5D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B5C>% of the purchase value of £205,000. Is that correct?**

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (B5A=4)

**B5E – IF CODE 4 ONLY AT B5A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT B5A

**So in addition to the <IF CODE 2 AT B5A fixed fee/IF CODE 3 AT B5A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF B2E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM B2E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):

(Don't know) - CLOSE

(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B5A=4)

**B5F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B5A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:

(Don't know) - CLOSE

(Refused) – CLOSE

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SCENARIO B3

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READ OUT TO ALL GROUP 1

**RB3 - The final scenario is for 'a sale and purchase of freehold properties'.**

**I would like you to think about...**

- **New client who lives IF CODE 2-3 AT RB1 locally IF CODE 1 in Sutton Coldfield, Birmingham>**
- **The properties are being bought and sold by the same 2 people, as joint tenants**
- **The sale value is £205,000**
- **And the purchase value is the same at £205,000**
- **The transactions are linked, so the client must sell in order to buy**
- **There is a mortgage to be discharged and there is also a new mortgage for the purchase property for 70% of the purchase value, the lender is a major residential property lender.**
- **Both properties are freehold**

INTERVIEWER TO ADVISE AS NECESSARY:

**Please include the following in the estimation:**

- **Fees for standard service, including:**
  - **Any firm administrative charges (e.g. postage, photocopying and telephone calls)**
  - **Liaising with the lender**
  - **Conducting standard searches of the Land Register (and any other reasonably necessary local searches)**
  - **Attendance at settlement, registration of documents with the Land Registry, and dealing with the payment of stamp duty and land tax**
  - **Neither properties have new extensions**
  - **Both properties are on a residential road (not a private track)**
  - **Both properties are registered with the Land Registry**

**Please also assume that:**

- **No complex environmental searches are required**
- **There are no restrictive covenants or other caveats or other complications**
- **Please exclude any bank transfer fees or other disbursements such as land registry or local search fees and stamp duty**
- **Please also exclude VAT**

ASK ALL GROUP 1

**B3A** So thinking about this scenario, in what way would you typically charge for this service?

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage of combined purchase & sale value ..... 3
- Hourly rate ..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B3A=1, OR 2 OR 5 OR 7)

**B3B** And what would your <IF CODES 1 OR 5 OR 7 AT B3A total estimated cost/IF CODE 2 ONLY AT B3A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B3A=3)

**B3C** And what would your fixed percentage be for this service?

AS NECESSARY We just need your best estimate based on the scenario outlined

Write in percentage (0%+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (B3A=3)

**B3D** So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM B3C>% of the total estate value of £410,000. Is that correct?

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (B3A=4)

**B3E – IF CODE 4 ONLY AT B3A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT B3A

**So in addition to the <IF CODE 2 AT B3A fixed fee/IF CODE 3 AT B3A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF B5E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM B5E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (B3A=4)

**B3F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT B3A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours:  
(Don't know) - CLOSE  
(Refused) – CLOSE

---

B - CONVEYANCING PRICES

---

ASK GROUP 1

**B7 Do you offer 'no completion, no fee' options?**

PROBE AS PER PRE-CODES. SINGLE CODE.

- Yes, no completion, no fee is our standard offer ..... 1
- Yes, no completion, no fee is an option ..... 2
- No we do not offer no completion, no fee..... 3
- (Don't know) ..... 4

ASK GROUP 1

**B8 Are there conditions on any of the prices that you have provided?**

AS NECESSARY: **So an example may be that the first 4 hours are included in the fixed fee, but after that time is charged at an hourly rate**

- No conditions ..... 1
- There are conditions ..... 2
- (Dont know) ..... 3

ASK IF CONDITIONS AT B8

**B9 What types of conditions do you typically apply to conveyancing prices?**

INTERVIEWER TO CAPTURE AS MUCH DETAIL AS POSSIBLE

.....  
.....

SECTION C – DIVORCE

INSERT TIME MARKER

READ OUT TO ALL GROUP 2

I'd now like to run through five scenarios with you in the area of divorce. For each scenario, I will provide a list of relevant information before asking you to provide an estimated cost. For each scenario we are simply asking you to provide your best estimate of the likely cost your firm would usually charge for the service.

We'll ask about any conditions you place on these estimated costs later in the questionnaire.

CATI – TO INCLUDE OPTION HERE TO EMAIL SCENARIOS KEEPING RESPONDENT ON THE PHONE. IDEALLY RUN THROUGH FIRST SCENARIO BEFORE EMAILING. RECORD ON CATI WHETHER EMAIL OF SCENARIOS WAS REQUIRED

---

SCENARIO C1

---

ASK ALL GROUP 2

The first scenario is 'an uncontested divorce requiring a full legal service'. I would like you to think about...

- A new client
- She is 42 years old, married in 2005 (11 years ago) at the age of 31
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- The divorce is amicable
- They do not have any children
- To simplify the scenario please assume that there are no assets to split
- She would like you to handle the entire divorce for her, so services to include:
  - General advice
  - Filling out the petition for divorce
  - Affidavit

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC1 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely ..... 1
- No - only provide this service to local clients..... 2
- (Don't know) ..... 3

INTERVIEWER NOTE: INTERVIEWER ONLY TO OFFER AN EMAIL WITH THE SCENARIOS IF FEEL RESPONDENT IS UNCLEAR - AS NECESSARY

**Would you like me to send you an email with the scenarios on?**

- Yes (take email address) ..... 1
- No..... 2

READ OUT:

**So please think about a client who lives IF CODE 2-3 AT RC1 locally IF CODE 1 in Sutton Coldfield, Birmingham>.**

ASK ALL GROUP 2

**C1A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Hourly rate..... 3
- (Other (SPECIFY))..... 4
- (Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C1A=1, OR 2 OR 4 OR 6)

**C1B – And what would your <IF CODES 1 OR 4 OR 6 AT C1A total estimated cost/IF CODE 2 ONLY AT C1A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C1A=3)

**C1E – IF CODE 3 ONLY AT C1A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 3 AND 2 AT C1A

**So in addition to the <IF CODE 2 AT C1A fixed fee>, can you tell me what hourly rate you would charge for this element of your fees?**

AS NECESSARY **We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C1A=3)

**C1F** And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C1A providing the hourly rate element of> the specified scenario?

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

---

SCENARIO C2

---

ASK ALL GROUP 2

The next scenario is again '[an uncontested divorce this time responding to a petition for divorce](#)'. I would like you to think about...

- A new client
- He is 40 years old, married in 2009 (6 years ago) at the age of 34
- His wife has filed for divorce from him on the grounds of unreasonable behaviour
- The divorce is amicable
- They do not have any children
- To simplify the scenario please assume that there are no assets to split
- He would like you to handle the entire divorce for him, so services to include:
  - General advice
  - Responding to the petition for divorce

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

**RC2 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?**

- Yes - would provide this service remotely ..... 1  
No - only provide this service to local clients..... 2  
(Don't know) ..... 3

READ OUT:

**So please think about a client who lives IF CODE 2-3 AT RC2 locally IF CODE 1 in Sutton Coldfield, Birmingham>.**

ASK ALL GROUP 2

**C2A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1  
Fixed fee..... 2  
Hourly rate ..... 3  
(Other (SPECIFY))..... 4  
(Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO  
(Don't know) ..... 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C2A=1, OR 2 OR 4 OR 6)

**C2B – And what would your <IF CODES 1 OR 4 OR 6 AT C2A total estimated cost/IF CODE 2 ONLY AT C2A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C2A=3)

**C2E – IF CODE 3 ONLY AT C2A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 3 AND 2 AT C2A

**So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF C1E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C1E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THEIR TIME PER HOUR

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C2A=3)

**C2F And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C2A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

---

SCENARIO C3

---

ASK ALL GROUP 2

The next scenario is again 'an uncontested divorce but this time requiring arrangements for dependent children'. I would like you to think about...

- A new client
- She is 40 years old, married in 2009 (6 years ago) at the age of 33
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- The divorce is amicable
- To simplify the scenario please assume that there are no assets to split
- They have two children – aged 5 and 3
- They have agreement on childcare arrangements which are joint residency with shared parenting arrangements
- She would like you to handle the entire divorce for her, so services to include:
  - General advice
  - Filling out the petition for divorce
  - Agreeing arrangements for the children ~~Statement of Arrangements (for the children)~~
  - Affidavit

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Both parents are fit to provide a joint residency for the children.
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC3 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely ..... 1
- No - only provide this service to local clients..... 2
- (Don't know) ..... 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RC3 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 2

**C3A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Hourly rate ..... 3
- (Other (SPECIFY))..... 4
- (Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C3A=1, OR 2 OR 4 OR 6)

**C3B – And what would your <IF CODES 1 OR 4 OR 6 AT C3A total estimated cost/IF CODE 2 ONLY AT C3A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C3A=3)

**C3E – IF CODE 3 ONLY AT C3A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 3 AND 2 AT C3A

**So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?**

AS NECESSARY **We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF C2E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C2E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C3A=3)

**C3F** And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C3A providing the hourly rate element of> the specified scenario?

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

---

SCENARIO C4

---

ASK ALL GROUP 2

The next scenario is '[a more complex divorce requiring mediation and advisory services](#)'. I would like you to think about...

- A new client
- She is 37 years old, married in 2009 (6 years ago) at the age of 31
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- To simplify the scenario please assume that there are no assets to split
- They have two children – aged 5 and 3
- No agreement has been reached on childcare arrangements
  - Client is seeking full residency of the children
  - Client is also seeking financial maintenance payments
- She would like you to handle the entire divorce for her, so services to include:
  - General advice
  - Filling out the petition for divorce
  - ⊖ Agreeing arrangements for the children
  - Affidavit
  - Mediation Information Assessment (MIA) provided by you
- Please assume she attends 5 mediation sessions but please do not include the cost of these mediation sessions in your cost
- Please assume that mediation provided is successful after the fifth session and the case does not go to court

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- The case is not urgent – i.e. no kidnapping or violence
- There has been no domestic violence
- Both parents remain in the local area near to the children's school and friends and have enough room for the children
- Mother works part-time (salary of £25,000)
- Father works full time (salary of £37,500)
- Legal aid is not available for mediation

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RC4 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely ..... 1
- No - only provide this service to local clients..... 2
- (Don't know) ..... 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RC4 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 2

**C4A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Hourly rate ..... 3
- (Other (SPECIFY))..... 4
- (Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C4A=1, OR 2 OR 4 OR 6)

**C4B – And what would your <IF CODES 1 OR 4 OR 6 AT C4A total estimated cost/IF CODE 2 ONLY AT C4A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE AN HOURLY RATE (C4A=3)

**C4E– IF CODE 3 ONLY AT C4A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 3 AND 1 AT C4A

**So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?**

AS NECESSARY **We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF C3E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C3E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C4A=3)

**C4F** And how many hours would you expect to spend on <IF CODE 3 AND 2 AT C4A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

ASK IF C4A=1-4 OR 6

**C4G** Can I just check, would your firm be able to provide the 5 mediation sessions?

- |   |   |
|---|---|
| Yes – firm offers a mediation service .....                 | 1 |
| No – we would refer client elsewhere/sub-contract mediation | 2 |
| (Don't know) .....  | 3 |

IF YES AT C4G

**C4H** – And what would the estimated cost be for the 5 mediations sessions?

AS NECESSARY We just need your best estimate

Write in number (£0+):

(Don't know)

(Refused)

---

SCENARIO C5

---

ASK ALL GROUP 2

The final scenario is again 'a more complex divorce but this time involving disagreement over assets'. I would like you to think about...

- A new client
- She is 48 years old, married in 1995 (20 years ago) at the age of 28
- She is filing for divorce from her husband on the grounds of unreasonable behaviour
- They have two adult children and neither are dependent
- No agreement has been reached on how the assets will be divided
- Estimated total assets of £500,000
- She would like you to handle the entire divorce for her, so services to include:
  - General advice
  - Filling out the petition for divorce
  - Affidavit
  - Advice on assessing assets
  - Obtaining financial order
  - Mediation Information Assessment (MIA) provided by you
- Please assume she attends 5 mediation sessions but please do not include the cost of these mediation sessions in your cost for now
- Please assume that mediation provided is successful and the case does not go to court

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There has been no domestic violence
- Legal services can be provided either face to face or remotely

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

**RC5 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?**

- Yes - would provide this service remotely ..... 1
- No - only provide this service to local clients..... 2
- (Don't know) ..... 3

READ OUT:

**So please think about a client who lives IF CODE 2-3 AT RC5 locally IF CODE 1 in Sutton Coldfield, Birmingham>.**

ASK ALL GROUP 2

**C5A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage of total assets ..... 3
- Hourly rate ..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (C5A=1, OR 2 OR 5 OR 7)

**C5B – And what would your <IF CODES 1 OR 5 OR 7 AT C5A total estimated cost/IF CODE 2 ONLY AT C5A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (C5A=3)

**C5C – And what would your fixed percentage be for this service?**

AS NECESSARY We just need your best estimate based on the scenario outlined

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (C5A=3)

**C5D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM C5C>% of the total assets of £500,000. Is that correct?**

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (C5A=4)

**C5E – IF CODE 4 ONLY AT C5A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT C5A

**So in addition to the <IF CODE 2 AT C5A fixed fee/IF CODE 3 AT C5A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF C4E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM C4E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):

(Don't know) - CLOSE

(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (C5A=4)

**C5F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT C5A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

INSERT TIME MARKER

READ OUT TO ALL GROUP 3

I'd now like to run through <IF A2=3, 4, 5 AND 6 five/IF NOT A2=3, 4, 5 AND 6 some> scenarios with you in the area of wills, power of attorney and probate. For each scenario, I will provide a list of relevant information before asking you to provide an estimated cost. For each scenario we are simply asking you to provide your best estimate of the likely cost your firm would charge for the service.

We'll ask about any conditions you place on these estimated costs later in the questionnaire.

If you do not offer any of these services then please just let me know.

CATI – TO INCLUDE OPTION HERE TO EMAIL SCENARIOS KEEPING RESPONDENT ON THE PHONE. IDEALLY RUN THROUGH FIRST SCENARIO BEFORE EMAILING. RECORD ON CATI WHETHER EMAIL OF SCENARIOS WAS REQUIRED

---

SCENARIO D1 - WILLS

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ASK GROUP 3 IF A2=6

The first scenario is 'an individual standard will'. I would like you to think about...

- A new client
- She is married and had 2 adult children with her husband
- This is her (and her husband's) first marriage and she has no other children
- The beneficiaries of the will would be her husband and if he predeceases then it would be her 2 children in equal shares
- The executor of the will would be one of their children
- She has a total estate valued at £255,000 (made up predominantly from a single property)
- In terms of any specific gifts there are some but not complicated – just a car, technology, jewellery to be given to family members
- The client will arrange for the execution and safekeeping of the will

INTERVIEWER TO ADVISE AS NECESSARY:

Please also assume that:

- There are no other complicating factors – for example no overseas property and no appointment of legal guardian
- The client will arrange for witnessing of the will (although the solicitor should explain rules for witnessing)
- No related tax advice is required
- No probate services are required
- The will is not required urgently
- Brief and standard instructions are to be contained in the will for the funeral and funeral expenses

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

INTERVIEWER NOTE: INTERVIEWER ONLY TO OFFER AN EMAIL WITH THE SCENARIOS IF FEEL RESPONDENT IS UNCLEAR - AS NECESSARY

**Would you like me to send you an email with the scenarios on?**

- Yes (take email address) ..... 1
- No..... 2

**RD1 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?**

- Yes - would provide this service remotely ..... 1
- No - only provide this service to local clients..... 2
- (Don't know) ..... 3

READ OUT:

**So please think about a client who lives IF CODE 2-3 AT RD1 locally IF CODE 1 in Sutton Coldfield, Birmingham>.**

ASK ALL GROUP 3

**D1A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE  
READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage..... 3
- Hourly rate..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D1A=1, OR 2 OR 5 OR 7)

**D1B And what would your <IF CODES 1 OR 5 OR 7 AT D1A total estimated cost/IF CODE 2 ONLY AT D1A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D1A=3)

**D1C – And what would your fixed percentage be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in percentage (0%+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D1A=3)

**D1D** So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D1C>% of the total estate value of £255,000. Is that correct?

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (D1A=4)

**D1E** – IF CODE 4 ONLY AT D1A

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT D1A

**So in addition to the <IF CODE 2 AT D1A fixed fee/IF CODE 3 AT D1A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THEIR TIME PER HOUR

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D1A=4)

**D1F** And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D1A providing the hourly rate element of> the specified scenario?

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

- Write in number of hours (0+):
- (Don't know) - CLOSE
- (Refused) – CLOSE

ASK GROUP 3 IF A2=6

The next scenario is another 'individual will' but this time with a different client background. I would like you to think about...

- A new client ~~who lives locally~~
- He is married with 2 dependent children from his current marriage
- He has been married before, which ended in divorce
- He has one adult child from his previous marriage
- The beneficiaries of the will would be his wife and if she predeceases then it would be his 2 children from his current marriage and other child from his first marriage in equal shares.
- The executor of the will would be a family friend
- He has a total estate valued at £255,000 including 3 pension funds (from 3 different employers)
- In terms of any specific gifts there are some but not complicated – just a car, technology, jewellery to be given to family members and a charity donation
- The client would like to include arrangements for the legal guardian of his 2 dependent children, if his wife predeceases
- The client will arrange for the execution and safekeeping of the will

INTERVIEWER TO ADVISE AS NECESSARY:

Please also assume that:

- There are no other complicating factors – for example no overseas property
- The client will arrange for witnessing of the will (although the solicitor should explain rules for witnessing)
- The client needs basic advice on how to instruct his pension providers but you will not need to contact his pension providers directly
- No related tax advice is required
- No probate services are required
- The will is not required urgently
- Brief and standard instructions are to be contained in the will for the funeral and funeral expenses

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RD2 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely ..... 1
- No - only provide this service to local clients..... 2
- (Don't know) ..... 3

READ OUT:

So please think about a client who lives IF CODE 2-3 AT RD2 locally IF CODE 1 in Sutton Coldfield, Birmingham>.

ASK ALL GROUP 3

**D2A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage..... 3
- Hourly rate..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D2A=1, OR 2 OR 5 OR 7)

**D2B And what would your <IF CODES 1 OR 5 OR 7 AT D2A total estimated cost/IF CODE 2 ONLY AT D2A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D2A=3)

**D2C – And what would your fixed percentage be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in percentage (0%+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D2A=3)

**D2D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D2C>% of the total estate value of £255,000. Is that correct?**

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (D2A=4)

**D2E – IF CODE 4 ONLY AT D2A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT D2A

**So in addition to the <IF CODE 2 AT D2A fixed fee/IF CODE 3 AT D2A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF D1E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D1E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):

(Don't know) - CLOSE

(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D2A=4)

**D2F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D2A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

ASK ALL GROUP 3 (EXCEPT DO NOT PROVIDE THIS SERVICE AT D2A)

**D2G – And would either of the following factors affect the estimated price you gave for this scenario?**

**For each factor I just need to know whether the price would increase significantly, increase a little, stay the same, decrease a little or decrease significantly.**

**So firstly....**

PROBE AS PER PRECODES – RANDOMISE STATEMENTS

ADD AS NECESSARY: **Would this factor affect the price?**

- (a) The requirement to establish a trust arrangement for the dependent children**
- (b) The need to instruct the pension firms (3 firms) of your clients wishes on his behalf**

Price would <u>increase significantly</u> (i.e. by more than 20%) .....	1
Price would <u>increase a little</u> .....	2
Price would <u>stay the same</u> .....	3
Price would <u>decrease a little</u> .....	4
Price would <u>decrease significantly</u> (i.e. by more than 20%).....	5
(Would not offer this).....	6
(Don't know) .....	7

ASK GROUP 3 IF A2=3

The next scenario is regarding 'lasting power of attorney' I would like you to think about...

- A single man aged 67 who has recently retired
- He wishes to appoint his younger brother who is aged 55 as attorney for his property and financial affairs only
- He is confident and has a good idea of what he wants but he would like some basic advice from a legal professional to help assess his needs, explain his options and prepare the form
- He requires you to register the Lasting Power of Attorney (LPA)
- He has no ongoing medical conditions
- In terms of the clients financial circumstances, he owns a property outright (valued at £205,000), has a modest income from a basic state pension and employer pension, some savings and no investments or shares
- Please include in your cost any administration costs for registering the form with the Office of the Public Guardian, but exclude the registration fee

INTERVIEWER TO ADVISE AS NECESSARY:

Please assume that:

- There are no other reasons why this has to be progressed urgently
- The client has an up to date will
- The client has never married and has no current relationship. He has one brother and there are no family disputes.
- The client wishes to name his nephew as a replacement attorney
- The attorney should make decisions upon registration of the LPA with the Office of the Public Guardian (the recommended standard option requiring the consent of the donor before decisions are taken)
- Assume that the client is not eligible for means testing for funding of the LPA registration fee
- There is no existing Power of Attorney arrangement
- The client needs basic advice on how to instruct his pension providers but you will not need to contact his pension providers directly

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

**RD3 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?**

- Yes - would provide this service remotely ..... 1
- No - only provide this service to local clients..... 2
- (Don't know) ..... 3

READ OUT

**So please think about a client who lives IF CODE 2-3 AT RD3 locally IF CODE 1 in Sutton Coldfield, Birmingham>.**

ASK ALL GROUP 3

**D3A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage ..... 3
- Hourly rate ..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO NEXT SCENARIO
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D3A=1, OR 2 OR 5 OR 7)

**D3B And what would your <IF CODES 1 OR 5 OR 7 AT D3A total estimated cost/IF CODE 2 ONLY AT D3A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

- Write in number (£0+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D3A=3)

**D3C – And what would your fixed percentage be for this service?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

- Write in percentage (0%+):
- (Don't know) - CLOSE
- (Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D3A=3)

**D3D** So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D3C>% of the total estate value. Is that correct?

AS NECESSARY Please assume that the total value of the estate is approximately £255,000

Yes - correct ..... 1  
No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (D3A=4)

**D3E – IF CODE 4 ONLY AT D3A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT D3A

**So in addition to the <IF CODE 2 AT D3A fixed fee/IF CODE 3 AT D3A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined

IF D2E>£0 AS NECESSARY: The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D2E>. Would it be the same rate for this scenario?

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D3A=4)

**D3F** And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D3A providing the hourly rate element of> the specified scenario?

AS NECESSARY We just need your best estimate based on the scenario outlined

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

---

SCENARIO D4 - PROBATE

---

ASK GROUP 3 IF A2=4 OR 5

READ OUT TO ALL GROUP 3

The next scenario is regarding 'assistance for obtaining Grant of Probate' I would like you to think about...

- A new client
- Her mother has recently died and she would like assistance to obtain a Grant of Probate
- Her mother was a widow, so the last surviving parent
- You will complete and register the probate form with the Probate Court
- You will not need to administer the estate
- There is a valid and non-contested will, and the daughter is named as the sole executor in the will
- The total value of the estate is £255,000 and includes a residential property, cash and securities

Please also assume that:

- There are no other complicating factors
- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

RD4 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?

- Yes - would provide this service remotely ..... 1  
No - only provide this service to local clients..... 2  
(Don't know) ..... 3

READ OUT

**So please think about a client who lives IF CODE 2-3 AT RD4 locally IF CODE 1 in Sutton Coldfield, Birmingham>.**

ASK ALL GROUP 3

**D4A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-3 ONLY – CODES 1, 4-6 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1  
Fixed fee..... 2  
Hourly rate ..... 3  
(Other (SPECIFY))..... 4  
(Do not offer this service)..... 5 – SKIP TO NEXT SCENARIO  
(Don't know) ..... 6

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (D4A=1, OR 2 OR 4 OR 6)

**D4B – And what would your <IF CODES 1 OR 4 OR 6 AT D4A total estimated cost/IF CODE 2 ONLY AT D4A total fixed fee/IF CODE 2 AND 3 fixed fee element cost> be for this service?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE AN HOURLY RATE (D4A=3)

**D4E – IF CODE 3 ONLY AT D4A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 3 AND 2 AT D4A

**So in addition to the fixed fee, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF D3E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D3E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D4A=3)

**D4F And how many hours would you expect to spend on <IF CODE 3 AND 2 AT D4A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):  
(Don't know) - CLOSE  
(Refused) – CLOSE

---

SCENARIO D5 - PROBATE

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ASK GROUP 3 IF A2=4 OR 5

The final scenario is regarding assistance with 'estate administration' I would like you to think about...

- A new client
- Her mother has recently died. Her mother was a widow, so the last surviving parent
- There is already a Grant of Probate
- There is a valid and non-contested will and the daughter has been named sole executor in the will
- The total value of the estate is £255,000 and includes a residential property, cash and securities
- She would like assistance administering the estate. She is likely to require the following services:
  - Finalising income tax affairs and pensions
  - Collecting in the estate from banks & building societies
  - Selling assets
  - Paying money due to beneficiaries
  - Making any gifts of items to beneficiaries
  - Preparing accounts for the estate
- Conveyancing services are not required to sell the property

INTERVIEWER TO ADVISE AS NECESSARY:

Please also assume that:

- The probate service was not pre-arranged i.e. not via a will
- All beneficiaries are named and traceable
- There are no other children
- There is no inheritance tax due (as under the £325,000 threshold)
- There is no family trust required and no younger beneficiaries (no children under 18)
- There are no other complicating factors – such as owning a business, insufficient estate to meet all legacies, insolvent estate and the property is not agricultural

Please can you also:

- Include any firm administrative charges (e.g. postage, photocopying and telephone calls)
- But exclude any other disbursements (if there are any)
- Please also exclude VAT

**RD5 - Is this a service that you would provide remotely, by which I mean you would not need any face to face contact with the client, or do you only provide this service to local clients?**

- Yes - would provide this service remotely ..... 1  
No - only provide this service to local clients..... 2  
(Don't know) ..... 3

READ OUT

**So please think about a client who lives IF CODE 2-3 AT RD5 locally IF CODE 1 in Sutton Coldfield, Birmingham>.**

ASK ALL GROUP 3

**D5A – So thinking about this scenario, in what way would you typically charge for this service?**

CATI TO DISPLAY SCENARIO INFORMATION FOR REFERENCE

READ OUT AS NECESSARY. MULTI CODE (MULTICODE 2-4 ONLY – CODES 1 AND 5-7 ARE SINGLE CODE)

- Estimate of the total cost (i.e. a base level cost) ..... 1
- Fixed fee..... 2
- Fixed percentage ..... 3
- Hourly rate ..... 4
- (Other (SPECIFY))..... 5
- (Do not offer this service)..... 6 – SKIP TO E1
- (Don't know) ..... 7

IF CHARGE A TOTAL COST OR FIXED FEE OR OTHER OR DONT KNOW (B5A=1, OR 2 OR 5 OR 7)

**D5B And what would your <IF CODES 1 OR 5 OR 7 AT D5A total estimated cost/IF CODE 2 ONLY AT D5A total fixed fee/IF CODE 2 AND (3 OR 4) fixed fee element cost> be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in number (£0+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D5A=3)

**D5C – And what would your fixed percentage be for this service?**

AS NECESSARY **We just need your best estimate based on the scenario outlined**

Write in percentage (0%+):  
(Don't know) - CLOSE  
(Refused) - CLOSE

IF CHARGE A FIXED PERCENTAGE (D5A=3)

**D5D So just to confirm I have recorded that correctly, your percentage fee would be <CATI TO INSERT PERCENTAGE FROM D5C>% of the total estate value of £255,000. Is that correct?**

- Yes - correct ..... 1
- No – not correct (SPECIFY DETAILS) ..... 2

IF CHARGE AN HOURLY RATE (D5A=4)

**D5E – IF CODE 4 ONLY AT D5A**

**What is the hourly rate you would charge for this scenario?**

IF CODE 4 AND (2 OR 3) AT D5A

**So in addition to the <IF CODE 2 AT D5A fixed fee/IF CODE 3 AT D5A percentage fee>, can you tell me what hourly rate you would charge for this element of your fees?**

**AS NECESSARY We just need your best estimate of the hourly rate you would charge based on the scenario outlined**

IF D4E>£0 AS NECESSARY: **The hourly rate you gave in the last scenario was £<CATI TO INSERT FROM D4E>. Would it be the same rate for this scenario?**

INTERVIEWER TO INPUT SAME RATE IF CONFIRMED

INTERVIEWER NOTE: HERE WE ARE CAPTURING THE COST OF THIER TIME PER HOUR

Write in number (£0+):

(Don't know) - CLOSE

(Refused) – CLOSE

IF CHARGE AN HOURLY RATE (D5A=4)

**D5F And how many hours would you expect to spend on <IF CODE 4 AND (2 OR 3) AT D5A providing the hourly rate element of> the specified scenario?**

**AS NECESSARY We just need your best estimate based on the scenario outlined**

INTERVIEWER NOTE: Please record the total number of hours

Write in number of hours (0+):

(Don't know) - CLOSE

(Refused) – CLOSE

SECTION E – EASE OF ESTIMATION

INSERT TIME MARKER

READ OUT TO ALL –

**That is everything on the cost scenarios.**

ASK ALL

**E2 Does your firm have a menu of outline prices or do you price each new client request on a case by case basis?**

SINGLE CODE IF POSSIBLE BUT MULTICODE ALLOWED

- Firm has outline prices..... 1
- Price on case by case basis ..... 2
- (Other) ..... 3
- (Don't know) ..... 4

ASK ALL

**E3 And does your firm display their prices on their website?**

- Yes ..... 1
- No..... 2
- (Do not have a website)..... 3
- (Don't know) ..... 4

ASK ALL

**E6 How often do the legal services you provide end up costing the customer more than the initial estimate provided? Would you say....?**

READ OUT – SINGLE CODE

- Very rarely/Never..... 1
- Occasionally ..... 2
- Often..... 3
- Very often ..... 4
- (Don't know) ..... 5

ASK ALL

**E7 Do you offer flexible payment options to clients, e.g. payment by instalments, or accept credit card payments?**

- Yes ..... 1
- No..... 2
- (Don't know) ..... 3

ASK ALL

**E8 How would you say your prices have changed during the last 12 months? Have they...?**

- Increased significantly, ..... 1
- Increased a little, ..... 2
- Stayed about the same, ..... 3
- Reduced a little, ..... 4
- Or reduced significantly..... 5
- (Don't know)..... 6

**CATI NOTE:**

*CATI will record the stages used to get a price*

*CATI will record if the respondent required the scenarios to be sent via email*

SECTION F – WRAP-UP

INSERT TIME MARKER

READ OUT TO ALL

**That’s the end of the interview, thank you very much for your time. Before you go I just need to check a couple of things.**

ASK ALL

**F1 Would you be willing to take part in any future research on this topic on behalf of the Legal Services Board?**

**AS NECESSARY: If you say yes you are not obliged to take part and can always decline if it’s not convenient at the time**

- Yes .....1
- No.....2
- (Don’t know) .....3

ASK ALL

**F2 Would you like us to send you an email containing a link to the research report when it is finalised?**

**AS NECESSARY: The final report is likely to be published in March 2016**

- Yes – take email address.....1
- No.....2
- (Don’t know) .....3

ASK ALL

**F3 And may I take a note of your name?**

.....

ASK ALL

**F4 Finally as proof of this interview please could I just confirm your business postcode? CATI TO DISPLAY ‘ORGANISATION PRIMARY ADDRESS POSTCODE’ FROM SAMPLE – AMEND IF MISSING OR INCORRECT**

.....

**STANDARD THANK & CLOSE**