

RISK POLICY

The Partners will review KPM's risk profile and the effectiveness of its practice management arrangements at least annually by conducting a thorough audit of its management system. A comprehensive audit checklist, e.g. recommended by the Professional Indemnity Insurers (currently QBE) will be used for this purpose to ensure that all policies and procedures are addressed.

Any remedial, corrective or improvement measures identified will be recorded alongside responsibilities and timescales for completion and the Partner concerned will follow up such actions to ensure they are implemented and that they are effective.

KPM Solicitors LLP is committed to providing a reliable, effective and expert service to all clients and the Risk Policy is achieved through adopting risk and quality management process and procedures contained within the manual.

A matter is considered high risk if:

- There is a novel or unusual aspect of law involved.
- A foreign jurisdiction may be involved (e.g. probate where the deceased held property abroad).
- The value of a potential claim is unusually high (consider advising on the maximum claim that KPM is covered for).
- The client has transferred this matter to KPM in circumstances where they were dissatisfied with the advice or service provided by their previous advisers.
- In conditional fee matters specific costs risks assessment should be conducted under procedures established in the litigation department.
- Unusual settlement requests.
- Unusual Instructions.
- Unexpected and confusing changes to instructions.
- Large sums of client money.
- The secretive client.
- Suspect territory.
- There is a novel or unusual aspect of law involved.
- A foreign jurisdiction may be involved (e.g. probate where the deceased held property abroad).
- The value of a potential claim is unusually high (consider advising on the maximum claim that KPM is covered for).
- The client has transferred this matter to KPM in circumstances where they were dissatisfied with the advice or service provided by their previous advisers.