

## PROCEDURE FOR HANDLING CLIENT MONEY

Robinson & Hall LLP [the Firm] is a RICS-regulated firm registered with the RICS Client Money Protection Scheme [the Scheme] and complies fully with all the obligations placed on the Firm, its partners and staff by the scheme rules, legislation and other RICS professional standards.

The client may be entitled to compensation through the Scheme if the Firm cannot meet its obligations. This will depend on the type of business and the circumstances of the claim. Where fees are paid in advance for surveying services, this money is not covered by the Scheme.

Exclusions and limitations of the scheme can be found at <https://www.rics.org/regulation/regulatory-schemes/client-money/cmp-scheme>.

In accordance with the Scheme rules:

- All client money is held in the name of the Firm but separate to the Firm's own money. The Firm has exclusive control over the accounts which are designated as '*client*' accounts with the Firm's bankers.
- Access to the client account is restricted to principals of the Firm and senior employees.
- Authorisation of payments from client account is restricted to the principals of the Firm.
- Cash and cheques received for payment into the client account will be credited to the account promptly and not later than 5 days from receipt.
- Unless agreed beforehand, there are no charges made to clients for holding money on client account.
- Unless agreed beforehand, any interest earned on client money will belong to the Firm.
- Client money will be returned to the client immediately as soon as there is no longer any reason to retain these monies.
- The client account is reconciled monthly for approval by a principal of the Firm.
- Information regarding the money held on client account will be made available on request.