ASHWORTH & VALE SOLICITORS

10 Colmore Row · Birmingham · B3 2QD · SRA Reg No: 582910

Ms Adaeze Okafor
7 Beaufort Court
Birmingham
B16 8QT

Date: 29 Oct 2026

FORMAL CLIENT CARE LETTER & TERMS OF ENGAGEMENT

Matter: 2025-0158 · Okafor v Brightline Retail Ltd — unfair dismissal

1. Instructions & Scope of Work

We write further to your initial instructions regarding the above matter (Okafor v Brightline Retail Ltd — unfair dismissal). Ashworth & Vale Solicitors has been instructed to act on your behalf in connection with Employment proceedings. Our work will encompass investigating the factual background, advising on legal merit, correspondence with opposing parties, and representation in civil dispute resolution under England & Wales jurisdiction.

2. Your Legal Team & Charge-Out Rates

Your designated fee earner with primary day-to-day conduct of your matter will be Priya Raghunathan (Associate). Their hourly charge-out rate is £245.00 plus VAT. Time is recorded in accordance with standard Law Society practice in six-minute units (ten units per hour). Routine letters and telephone calls are charged at one unit (£24.50 + VAT). Overall partner supervision is maintained by Senior Partner Julian Ashworth.

3. Professional Fees & SRA Transparency Cost Estimate

In accordance with Rule 8.7 of the SRA Standards and Regulations, we estimate that the overall costs to bring this stage to conclusion will be £9,500 (exclusive of VAT and disbursements). We will provide updated costs forecasts at least quarterly and immediately if unforeseen procedural developments alter this estimate.

4. SRA Accounts Rules & Office Account Policy

Please note that our firm operates on a modern fixed-fee and staged billing ledger that holds no client money. All interim bills of costs will be delivered upon completion of agreed phases and are payable into our designated office bank account within 14 days of invoice.

5. Complaints Procedure & Legal Ombudsman

Ashworth & Vale is committed to high-quality legal service. If you have any concerns regarding billing or conduct, you may contact our Complaints Partner, Eleanor Cross. If we cannot resolve your complaint within eight weeks, you have the statutory right to refer the matter to the Legal Ombudsman (PO Box 6806, Wolverhampton, WV1 9WJ · enquiries@legalombudsman.org.uk) and the Solicitors Regulation Authority.

6. Consumer Cancellation Notice (14-Day Cooling-Off Period)

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, individual clients retain the right to cancel this contract within 14 calendar days without giving any reason. If you instruct us in writing to commence urgent legal work within this cancellation period, you agree to pay reasonable costs incurred up to the date of cancellation.

FORMAL ACCEPTANCE & AGREEMENT

I confirm that I have read and agree to the terms set out in this Client Care Letter and authorize Ashworth & Vale to represent me.

Signed on behalf of Ashworth & Vale Solicitors

Client Signature: Ms Adaeze Okafor