

Frequently Asked Questions

Definitions

Member - signed up law firm which can bid for legal work requirements.

Member Administrator - the Member's nominated person who will receive Quote Request notifications and who will administer the transactions on behalf of the Member. The Member Administrator's log-in details can be used by any of the Member's staff who are appointed to deal with the matter.

Quote - a quote submitted by a Member to a User in response to a Quote Request.

Quote Fee - the £10 (+ VAT) fee paid by the Member for the right to Quote.

Quote Request - a request for a quote by a User for a specified piece of legal work

System - the Pinga Lawyer website including all its functionality.

User(s) – any individual (or firm) who submits a Quote Request (i.e. potential new client).

Contents

- Q.1. How do we register as a Member?
- Q.2. How do you understand the legal services business?
- Q.3. Has the Law Society of Scotland been notified of the System?
- Q.4. What is the cost of membership?
- Q.5. How is the Quote Fee paid?
- Q.6. Is the System live?
- Q.7. Do Users have to pay to use the System?
- Q.8. What happens when a User submits a Quote Request?
- Q.9. What details will we receive when notified of a Quote Request?
- Q.10. What happens once we have paid the Quote Fee?
- Q.11. What form do the Quotes have to be in?
- Q.12. What happens once a Quote has been submitted?
- Q.13. How will we know if our Quote has been successful?
- Q.14. What happens if we don't submit a Quote after we have paid the Quote Fee?
- Q.15. What happens to our Quote Fee if a User cancels their Quote Request?
- Q.16. How is confidentiality dealt with?

- Q.17. How secure will the System be?
- Q.18. How is the System marketed?
- Q.19. Where can I find the Terms and Conditions?

Questions and Answers

Q.1. How do we register as a Member? [\[Back to Contents\]](#)

A. Go to www.pingalawyer.com and register online or request a registration form by email at info@pingalawyer.com.

Q.2. How do you understand the legal services business to ensure the System works effectively and is properly promoted? [\[Back to Contents\]](#)

A. The founder of the System is a former private practice lawyer who understands the legal market as both a user and provider of legal services, and he has teamed up with a professional and reputable marketing consultancy and digital consultancy to support the development and promotion of the System.

Q.3. Has the Law Society of Scotland been notified of the System? [\[Back to Contents\]](#)

A. Yes. They have advised the PingaLawyer model does not contravene the Solicitors (Scotland) Practice Rules 1991.

Q.4. What is the cost of membership? [\[Back to Contents\]](#)

A. There is no cost to become a member or to receive Quote Requests from Users. There is a £10+VAT Quote Fee if you choose to bid on a Quote Request.

Q.5. How is the Quote Fee paid? [\[Back to Contents\]](#)

A. The Quote Fee is paid by credit/debit card through our System's secure payment processor (SagePay). The System will not save your card details.
The System will automatically generate a VAT invoice receipt and e-mail to your Member Administrator for your records.

Q.6. Is the System live? [\[Back to Contents\]](#)

A. Yes. It had a soft launch in Aberdeen in February 2017 and has now gone live throughout Scotland.

Q.7. Do Users have to pay to use the System? [\[Back to Contents\]](#)

A. No. We expect greater adoption if Users are able to request quotes for free.

Q.8. What happens when a User submits a Quote Request? [\[Back to Contents\]](#)

A. The System will recognise the type of legal service required (e.g. make a will, divorce, purchasing a house etc.) and notify only those Members registered on the System as delivering that type of legal service. When you register you can elect to receive local only or Scotland wide work enquiries.

The Quote Request will automatically and promptly be displayed on the relevant Member's dashboard and an alert email will simultaneously be sent to their Member Administrator informing of the Quote Request. All relevant Members will be notified at the same time.

Only the first 3 Members paying their Fee will have right to submit a Quote, which keeps the process competitive for Members and ensures fair Quote pricing for Users.

Q.9. What details will we receive when notified of a Quote Request? [\[Back to Contents\]](#)

Your dashboard will show a summary of the work and if of interest you can open the tab to receive the full Quote Request brief. You will automatically get access to your dashboard on completion of registration.

Users will have completed a Quote Request form which ensures that you receive the type and level of information you need to decide whether you are interested in submitting a Quote.

User's full identities are revealed only to Members once they have paid their Quote Fee.

Q.10. What happens once we have paid the Quote Fee? [\[Back to Contents\]](#)

A. The full identity of the User will be disclosed to you and you can decide whether to:

- (i) Submit a Quote based on the Quote Request information; or
- (ii) Seek clarification on any matters direct with the User before submitting a Quote. The System will allow for messaging to pass between User and Members after the Quote Fee has been paid where either party requires this for clarification purposes; or
- (iii) Not proceed with a Quote.

Q.11. What form do the Quotes have to be in? [\[Back to Contents\]](#)

A. You can price the Quote as you wish e.g. fixed price, hourly rate (with/without cap on hours to deliver service). You can also submit your terms of engagement with your Quote if you wish.

Q.12. What happens once a Quote has been submitted? [\[Back to Contents\]](#)

- A. The first Quote submitted on the System by any Member will trigger their Quote validity period of 30 days (the "Quote Period"). This then triggers the closing time for all other Quotes to be submitted. No further Quotes will be permitted to be issued 5 days prior to the expiry of the Quote Period, and all those Members who have paid a Quote Fee (but not yet Quoted) will be sent a reminder 7 days prior to the expiry of the Quote Period.

The User is free to accept any Quotes at any time after their receipt of a Quote (i.e. before the expiry of the Quote Period) and all those Users who have paid a Quote Fee will be notified of this when it occurs (see Q.13 below). Likewise a Member can withdraw their Quote any time before acceptance by the User.

Q.13. How will we know if our Quote has been successful? [\[Back to Contents\]](#)

- A. You will be notified by an email to the Member Administrator and a posting on your dashboard when a User has either accepted or declined your Quote. Likewise if you have paid your Quote Fee (but not yet submitted a Quote) and the User accepts a Quote before the expiry of the Quote Period then you will be notified of this fact by an email to the Member Administrator and a posting on your dashboard. If a User accepts your Quote you should then proceed to enter into a letter of engagement directly with the User out-with the System. There should be no further use of the System in relation to any particular Quote after award and its notification to the relevant Member.

Q.14. What happens if we don't submit a quote after we have paid the Quote Fee? [\[Back to Contents\]](#)

- A. You are under no obligation to submit a Quote after paying your Quote Fee. To ensure fair play, Quote Fees are not refundable to a Member if they subsequently elect not to Quote.

Q.15. What happens to our Quote Fee if a User cancels their Quote Request? [\[Back to Contents\]](#)

- A. You will receive a full credit to use against your next new Quote if a User cancels their Quote Request before having received a Quote from any Member.

Q.16. How is confidentiality dealt with? [\[Back to Contents\]](#)

- A. Any Quotes submitted by you will be private between you and the User. The System will not share any Quotes submitted with other Members.

The website may choose to list all its Members names and if so you will be permitted to provide a link to your website (if you have one).

Q.17. How secure will the System be? [\[Back to Contents\]](#)

- A. Website and payment security and fraud protection are at the top of our priority list. The System will be hosted with secure server and hosting configuration, firewall configuration, regular server updates, server monitoring and virus scans, and will have SSL Certification.
- Payment processing will be done via Sage Pay, who has the highest level of card data security (PCI DSS Level 1 compliant) to ensure our Members are fully protected.

Q.18. How is the System marketed? [\[Back to Contents\]](#)

- A. We are undertaking traditional marketing as well as digital marketing in order to raise awareness of the platform.

Q.19. Where can I find the Terms and Conditions? [\[Back to Contents\]](#)

- A. The Service Provider User Agreement contained on the Website sets out the terms and conditions for the Service between System and Member.