

# Guidelines

## How PingaLawyer Works

1. Once you have created your online account, you will be registered to use the website free of charge. You can then request a quote for your legal work from our member lawyers (all of whom are registered with and regulated by the Law Society of Scotland).
2. Complete the online request form. This sets out the description of your legal work requirement. If you have more than one legal work requirement you must complete a separate work request form for each one.
3. Once you have completed the online request form, simply push the send button. Your request will go out to all of our member lawyers who provide the type of legal service you need. You can elect to receive quotes from local law firms only or Scotland wide law firms.
4. When you sign in, you will be taken to your personal, secure dashboard. This is where you will find the details of the lawyers who are quoting for your work requirement and their quotes. Sometimes a lawyer will need more information before they can accurately quote. If that is the case, they will communicate with you through your secure, private inbox during the bidding phase (or your e-mail address where you so permit). You will receive email automatic notifications from us each time you receive a quote or message.
5. You will receive up to a maximum of 3 quotes which should be in one of three forms (unless legal aid applies to you):
  - a. Fixed price (i.e. the price is set and can't be varied unless your work requirement is subsequently changed by you), or
  - b. Hourly rate (i.e. this is as it says – you will pay for each hour (or part thereof) of work undertaken by the lawyer in undertaking your legal work. If a lawyer quotes on this basis it is reasonable to ask them if they can provide an estimate of the number of hours they expect to take to complete your work, or

- c. Contingency fee (i.e. this is where you will be charged an agreed price in the event of a successful outcome for your legal requirement).
6. When you receive your first quote it will have a 30 day validity period and any subsequent quotes received will have a validity period equal to the remaining validity period of the first quote.
7. You are free to accept any quote at any time within the 30 day validity period. You will lose the ability to accept any quote after expiry of the validity period.
8. You are not obliged to accept any quote. Where you receive quotes but do not accept any we would be grateful if you could provide feedback as to why you have not accepted any of them.
9. Where you do accept a quote you will then be required to enter into a letter of engagement direct with the successful lawyer. They will arrange this with you. From this point on, all communication with the lawyer you have decided to work with will be out with the PingaLawyer website.
10. If you are accepting a quote we would be grateful if you could accept it on your dashboard as this allows us to notify the other lawyers who quoted and to close your work requirement.
11. And that is it! Good luck and we hope you enjoy the benefits of using PingaLawyer!