



Steiner Legal and Time Billing

In our experience, one of the most common concerns clients have when engaging a solicitor is in relation to their costs. For the majority of matters managed by Steiner Legal, we use the 'time billing' method to bill you for the work we complete. It is important that you are aware how time billing works so that you can assist us in making every effort to keep your legal costs to a minimum.

Time billing is one of the most widely used billing methods by solicitors. It allows solicitors to record accurately the 'actual' time spent on each task relating to your file. Each time billing unit is 6 minutes long. When we issue you an invoice we will provide you with an itemised invoice so that you have a clear understanding about how long we have spent on your file and what work we have completed.

In most cases solicitors undertake considerable work on your matter that may not be immediately apparent to you. If, for example, we write a letter on your behalf, the time spent in drafting the letter is only a small portion of the actual time we spend on that task.

Prior to writing the letter we needed to receive instructions from you, open your file, thoroughly review any relevant material you provided to us, consider the issues carefully, seek further instructions from you for clarification (if necessary) and *then* we actually draft the letter. After we have drafted the letter, we would send it to you for approval before providing it to the other party.

You should be aware that on **each occasion** you contact the solicitor with carriage of your matter you may incur a fee. We highly recommend that before you communicate with us by email or telephone you carefully consider the contents of any emails or communications with us before doing so.

We find that it helps client's reduce their fees by making dot points about what they want to tell us rather than writing lengthy emails that we are required to spend a significant amount of time reading to understand what is most relevant.

We hope this information provides you with a clearer understanding of what time billing means and how it affects your fees. Please do not hesitate in seeking further information at any time.