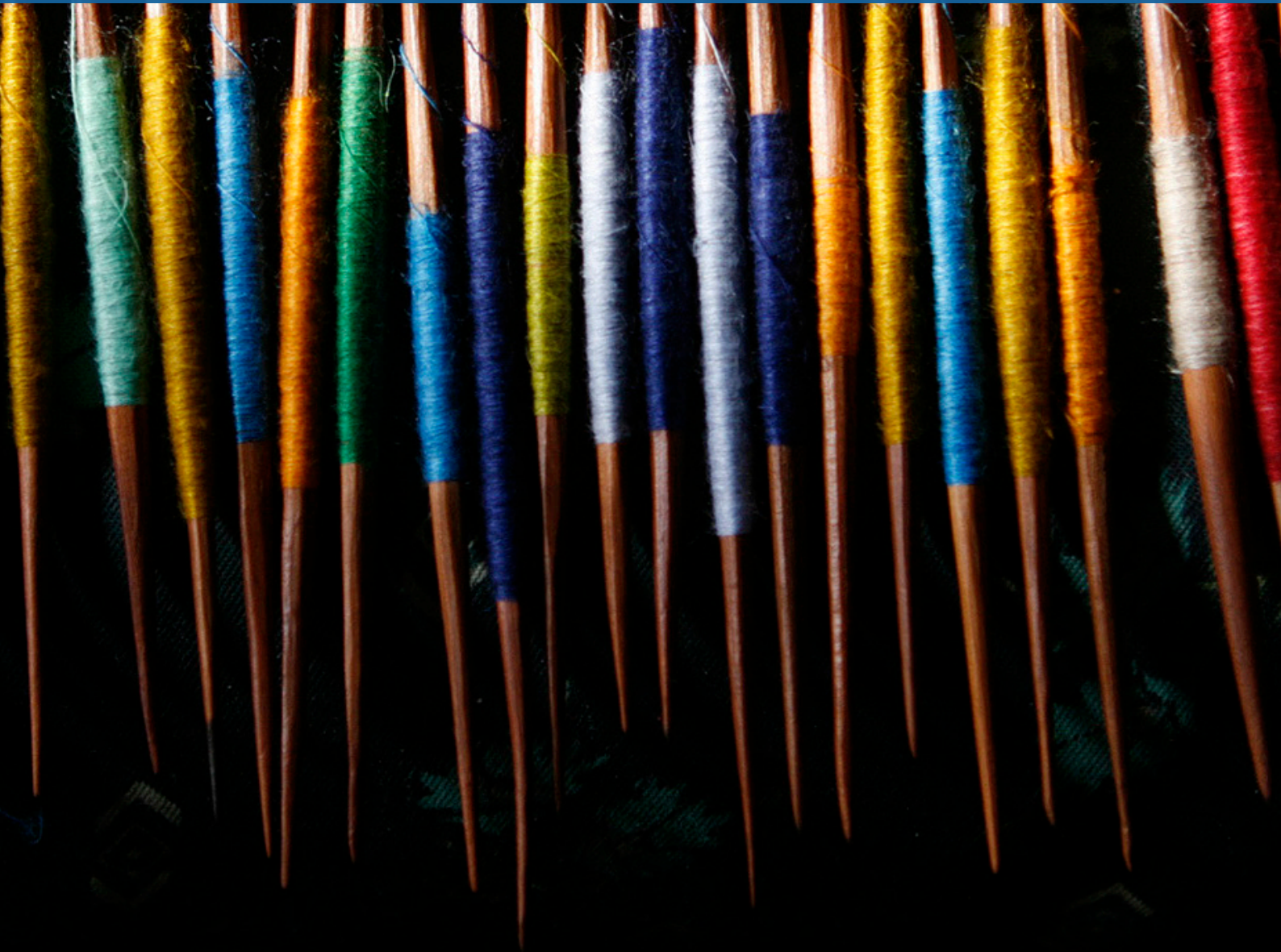


# TrustLaw Client Responsibilities



By accepting this introduction to a lawyer, you agree to the following:

## TrustLaw's role

The TrustLaw team will not be involved in working on the project itself. Our role is to **facilitate the relationship** and support both you and the lawyer throughout the life of the project. Please contact us if you have any questions regarding the engagement at [trustlaw@thomsonreuters.com](mailto:trustlaw@thomsonreuters.com).

The TrustLaw team will **support you** in the event that you experience any significant delays or problems when working with the lawyer. If this happens, please contact us immediately so we can take appropriate steps.

## Client/lawyer relationship

Please note the following responsibilities you will have towards the lawyer who assists you:

### The first step

After you receive the "connection" email from the TrustLaw team it is important that **you** get in touch with the lawyer to set up a first call. You should discuss and agree an **appropriate timeframe** for the different stages of the project with the lawyer and let them know if there are any deadlines that are crucial for your organisation. Please note, however, that the TrustLaw system is not designed to accommodate urgent legal work.

### Documentation and internal approvals

The lawyer will ask you about your project and also about your organisation. They may **require certain information and documents to run conflict checks or fulfil "know your client" procedures**. You agree to provide the documents in a timely manner.

### Engagement letter

You may need to sign an **engagement letter** with the law firm, which will set out the terms and conditions upon which the law firm will provide their services to you. If you have more than one law firm working on your project, you may need to sign separate letters. You agree to sign this letter in a timely manner.

### Costs

The lawyer will not charge fees for their pro bono legal services, however, your organisation may need to pay other **ancillary costs** (e.g. incorporation or registration fees or other filing fees that are charged by third parties). Feel free to ask the lawyer about this and contact TrustLaw immediately if you have any concerns.

### Scope of the project

The law firm has only agreed to work on the **project as described in the written request** posted on the TrustLaw website. If you need assistance with other legal issues, you should contact TrustLaw to submit further requests. We can then find lawyers for you who have the appropriate expertise and capacity to assist.

### Confidentiality

You agree to keep the lawyer's involvement confidential unless they agree otherwise. If you do mention the project publically, you agree to mention TrustLaw's role.

### Feedback

This service is free but valuable, with many organisations receiving hundreds of thousands of dollars' worth of free legal assistance. Accordingly, please treat it with the same consideration and respect you would treat financial support. You agree to provide feedback on your project in a timely manner, when requested. This feedback could lead to us featuring your organisation on our website and promoting you to our global audience!