



**AFS SINGAPORE (PARALEGAL) PTE LTD**

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**Director and AFSSIN In-House Counsel:**

Yi Lung Lin, Oliver

LLM-Nottingham(UK), LLB (Hons)-Nottingham(UK),

ACILEx(UK), FAIA(UK), FFA(UK), FIPA(Aust.)

**SPECIMEN COPY**

Our Ref: AFSSIN/EL/PL/

Division: Paralegal

Date

[Company Name and  
Full Address with  
Post Code

]

Dear sirs,

RE: ENGAGEMENT LETTER

Thank you for choosing us to be your Paralegal pertaining to your request for the following services:

[

**Description of Requested Services**

]

**ASSIGNED PARALEGAL**

I, LIN YI LUNG also known as OLIVER LIN is in private practice as a Paralegal and is an Associate Member of the Chartered Institute of Legal Executives, United Kingdom (Membership #50185494), a Fellow Member of the Association of International Accountants, United Kingdom (Membership #168046), a Member of the Association of International Accountants Singapore Branch (Membership #S1605/UK 168046) and a Fellow Member of the Institute of Public Accountants, Australia (Membership #267955). The undersigned is registered with Singapore ACRA and ACRA Professional Number is PB14000071. The Company, AFS Singapore (Paralegal) Pte Ltd (AFSSIN) is also registered with ACRA as a Registered Filing Agent and the Registration Number is FA20143336.

## **INSTRUCTIONS**

As our client, you will decide the general direction of the matter in question. We will not do anything unless and until you gave us instructions how you want to proceed. You can give us instructions by electronic mail (Email) or by telephone call, but if by telephone call you need to follow up with an email to us to confirm that given instruction. We will then do our best to carry out your instructions, but we make no guarantees about the outcome of your matter.

## **RELATIONSHIP**

Client relationship is utmost important to us therefore, we need sound two-way communication between you and us. If you cannot understand on any issues what we are doing or if you need any clarification, please let us know right-away by electronic mail, letter and telephone or even in person to meet, to discuss such issues. We will report or update you the work progress from time to time by way of electronic mail, letter and telephone or in person to meet to discuss such report. It is your responsibility to keep us informed at all-times the changes arose that may affect the matter in question, but not limited to a change in your mailing address, contact telephone number, fax number, employee, officer or director of your company.

## **PREVILEGE AND CONFIDENTIAL**

Certain communications developed from time to time between you and we are absolute confidential. It is privileged on the basis that you as our client and we as your Paralegal. Therefore, you can without fear give or provide us all the facts of the matter. Information that is not privileged we treat them as confidential. We observe strict professional ethic rules in disclosure of confidential information. We observed at all-times the provisions of the Personal Data Protection Act 2012 ("PDPA"), Singapore when dealing with confidential information. Contact us if you have any questions about privilege or confidentiality information.

## **MANAGEMENT**

We will not participate in your management nor we will participate in making or taking a management decision. Our role in this assignment is strictly an engagement for our services as a Paralegal, nothing more. Our role and duty ceased the moment our services come to an end.

## **CONFLICT OF INTEREST**

During the engagement period, if we found there is a matter or an issue that would give rise to a conflict of interest resulting a substantial risk, we will notify you in writing as soon as possible in which case we reserve our rights to terminate this engagement immediately unless we are satisfied that it is reasonable for us to act and by doing so you understood those issues and risks we explained. You agree and accept to this conflict of interest rule and irrevocably agree not to complain us and/or claim any damages of whatever description against us or recourse to us the fees you may have paid to us earlier in the event we terminate this engagement immediately.

## **CONFLICT OF INTEREST DISCLOSURE STATEMENT**

At time of making this Engagement Offer, we disclosure that we \*have/have no potential conflict of interest to report being we \*are/are not affiliated to your company and \*have/have no interest in the matter you engaged us as your Paralegal.

## **RETAINER, CHARGEABLE FEES, GST AND DEPOSIT**

You retain us as your Paralegal on a case-by-case basis. Our services are charged on time spent as per our Standard Chargeable Fees Rate Per Hour basis corresponding to the type or seniority of our staff handling your matter. The minimum time to charge a fee is 10 minutes.

### **Standard Chargeable Fees Rate Per Hour**

Senior Paralegal with legal background	- USD600.00
Senior Paralegal with accounting background	- USD500.00
Paralegal with legal background	- USD400.00
Paralegal with company secretarial/accounting background	- USD300.00

The Standard Chargeable Fees Rate Per Hour shown above is exclusive of Singapore General Sales Tax (GST). The current prevailing rate for GST is 7%.

Since this engagement is not on a yearly Retainer basis, we do not need an upfront being deposit or general retainer fee to commence work.

## **DISBURSEMENT EXPENSES**

We also charge disbursement expenses such as photocopying, telephone calls, travelling expenses and postage and courier charges, etc. Disbursement expenses may or may not have supporting documents to support our claim for reimbursement. If you require those supporting documents we will furnish it to you when we submit or request for a reimbursement provided always that such supporting documents are available.

## **BILLINGS AND INTEREST ON LATE PAYMENT**

Our billings policy is that we invoice our clients as and when an assignment or services is rendered. An invoice will be issued on the first day of a month in respect of the previous month services rendered. We will then send you invoices for the services we have rendered for that month with details of the services performed and time spent. All invoices will be sent to you by electronic mail. Unless prior arrangement has been made with us, unpaid invoices after fourteen days from the date of invoice will attract or subject to an interest being interest on late payment calculated at an interest rate of 24% per annum from the date of invoice till the date of realisation.

## **PAYMENT METHOD**

You can pay us by a Singapore bank USD cheque crossed Account Payee Only to: "AFS SINGAPORE (PARALEGAL) PTE LTD" or by local inter-bank wire transfer details of which are as follows:

1. Receiving Bank: DBS BANK LTD
2. Current Account Number: 049031093
3. Account Name: AFS SINGAPORE (PARALEGAL) PTE LTD
4. Bank Code: 7171
5. Branch Code: 048
6. Swift Code: DBSSSGSG

If you are going to do an international telegraphic transfer, please contact us for International Wire Transfer Bank details. We will provide you once we received your request.

## **TERMINATION OF SERVICES**

We value your relationship with us. We sincerely hope our relationship will not end prematurely. However, if either of us decides to end our relationship we expect you to pay all outstanding invoices including the final invoice before we release your file to you. This means we will produce and submit to you a final invoice for the unbilled time spent, other charges and disbursements. If you have any questions about terminating services, please contact us in writing or by telephone we will be delighted to entertain.

## **COMPLAINT HANDLING PROCEDURE**

The undersigned is in private practice as an Associate Member of the Chartered Institute of Legal Executives, United Kingdom. Principle 5 of the Chartered Institute of Legal Executives (CILEx) Code of Conduct requires the undersigned to let you know of your rights to complaint to the Legal Ombudsman or CILEx Regulation if you are dissatisfied with the services provided by the undersigned or any employee of AFSSIN or there is any misconduct. Our procedure in handling complaints is as follows:

1. If you are dissatisfied with our services, you must inform or notify us in writing within seven working days from the incident arose. Address your complaint to:

Oliver Lin, Director and AFSSIN In-House Counsel  
AFS Singapore (Paralegal) Pte Ltd  
50 Raffles Place, #30-00 Singapore Land Tower, Singapore 048623

Telephone: +65 6637 8887

Email: [oliver.lin@afssinparalegal.com](mailto:oliver.lin@afssinparalegal.com)

You can either call Oliver Lin directly, send email to him or post your official complaint letter to the address mentioned above. Upon receipt, we will within two working days send you an acknowledgement letter.

2. We will suspend the chargeable fees until the investigation is completed. In the event after the investigation, it was found that the dissatisfied services were caused by us we will not charge you for the time spent from the date the wrong occurred.
3. In the event your complaint is against Oliver Lin, we will then assign another suitable person to investigate the complaint.
4. In your complaint, you should state clearly the fact of the dissatisfied service the manner in which you are not satisfied. Where possible, submit with evidence.
5. Upon receipt of your written complaint, we will carry out an investigation and promptly response to you. We would need fourteen working days to complete the investigation during the period of investigation, we may want a meeting with you to discuss the complaint. At the end of the investigation, we will provide you a copy of the Investigation Report settling out the cause and the proposed remedial actions to discharge or dissolve the complaint.
6. If your complaint is related to misconduct, you have a right to complaint to CILEx. The address is as follows:  
  
Chartered Institute of Legal Executives  
Kempston Manor  
Kempston, Bedford MK42 7AB  
United Kingdom  
  
Email: [info@cilexregulation.org.uk](mailto:info@cilexregulation.org.uk)
7. If you are dissatisfied within eight weeks of your complaint not being resolved with us, you may complaint it to the Legal Ombudsman, United Kingdom.
8. You should notify CILEx about the misconduct as soon as possible in any event not later than twelve months from the date the event or incident arose. We suggest you refer to CILEx Regulation which is available at website: [www.cilexregulation.org.uk](http://www.cilexregulation.org.uk) to familiar with the complaint procedure.

## **ACCEPTANCE**

If you understand the contents of this letter the reflection of our relationship, please sign this Engagement Letter as an indication of your acceptance and send it to us by post or email it to: [oliver.lin@afssinparalegal.com](mailto:oliver.lin@afssinparalegal.com). Even if you have sent by email, please send the original signed copy of this Engagement Letter to us. We need it before we can start work.

Thank you for the opportunity to be of service to you. Again, we look forward to working with you.

Yours sincerely,

LIN YI LUNG, OLIVER  
Director and AFSSIN In-House Counsel  
AFS SINGAPORE (PARALEGAL) PTE LTD

cc: Practice Area/Client File  
AFSSIN Accounting Department  
AFSSIN Finance Department

I/WE hereby accept your terms and conditions of this  
Engagement Letter

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*Name of Company*

(signature)

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XXXXXXXXXX  
xxxxxxx  
(Name of Officer and Title)

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*Date*

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*Company Stamp, if any*