LAW FIRM LAUNCH PROGRAMME · SET UP CLIENT ONBOARDING AND ENGAGEMENT LETTERS

Client onboarding flow template

A repeatable path from enquiry to engagement.

01 1. Log the enquiry

When a new enquiry comes in, record it the same way every time: name, contact details, the matter type, and how they found you. Confirm you can help — and if you can't, say so promptly and point them elsewhere. Give every enquiry a reference so nothing slips through, and aim to reply within [your target — say, one working day].

02 2. Run a conflict check

Before you do any substantive work, check the client and the other side against your current and former matters. If there's a conflict, or a reason you can't act, raise it early. Record that the check was done and its outcome — a one-line note on the file is enough.

03 3. Verify identity and complete AML checks

Confirm who your client is and, where the matter is in scope for the money-laundering rules, complete your ID and source-of-funds checks before you take instructions. Keep the evidence on file. Don't start chargeable work until this is cleared.

04 4. Send the engagement letter and client-care information

Send your engagement letter setting out the scope, who's handling the matter, your fees and how you charge, and how to complain. Ask the client to confirm they're happy to proceed — an e-signature is quickest. Don't begin work until it's signed and returned.

05 5. Open the matter and diary the key dates

Open the file in your practice-management system, save the signed letter and ID evidence, and put the important dates — deadlines, review points, any limitation date — in your diary. Send the client a short note confirming you've started and what happens next.

06 Make it repeatable

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Save this as your standard flow and follow it for every client. Template the documents once, so opening a matter becomes a short, reliable routine rather than a fresh decision each time.

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