# Client Intake Checklist

January 2022

|  |  |
| --- | --- |
| Client | Comment or detail |
| Who is the client? (Individual or entity) |  |

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| --- | --- | --- | --- |
| Ethical | Yes | No | Comment or detail |
| Is VOI required (or desirable)? |  |  |  |
| Is there more than one client? |  |  |  |
| Has the firm acted for or against this client previously? |  |  |  |
| Are there any potential conflicts? (particularly if more than one client) |  |  |  |
| Will my role as a professional adviser be compromised?  *(consider relationships/referrers/family)* |  |  |  |
| Is there any ethical reason that I or the firm should not act? |  |  |  |

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| --- | --- | --- | --- |
| Work | Yes | No | Comment or detail |
| Does this work fit within my and the firm’s defined areas of practice? |  |  |  |
| Do I/we have the knowledge and experience to do this work? |  |  |  |
| Do I/we have capacity and resources to do this job at this time? |  |  |  |
| Are there professional negligence risks indicators such as:   * client has used other solicitors on this matter * client has unrealistic expectations * tight time frames * unethical/unreasonable instructions * client’s legal capacity * gut feel? |  |  |  |

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| --- | --- | --- | --- |
| Commercial risks | Yes | No | Comment or detail |
| Will this engagement create reputational or referral damage? |  |  |  |
| Does the client have the resources and/or ability to pay? |  |  |  |
| Is there a risk or history of non‑payment? |  |  |  |
| Does the client agree to our payment terms? |  |  |  |

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| --- | --- | --- | --- |
| Decision | Yes | No | Comment or detail |
| Will we accept this work? |  |  |  |
| Will we include any additional conditions in our retainer? |  |  |  |
| Rationale |  | | |

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| --- | --- |
| Approval |  |
| Title | Date |
| Signature | |