# File transfer to another practitioner within the firm

January 2022

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| File transferred to another practitioner within the firm | Yes | No | Comment or detail |
| Has the client requested the change of practitioner? |  |  |  |
| Has the practitioner receiving the file confirmed they have the knowledge and capacity to do the work? |  |  |  |
| Has the transferring practitioner completed a detailed memorandum that: |  |  |  |
| * details the retainer and the scope of work to be completed? |  |  |  |
| * identifies any work that is excluded from the firm’s engagement? |  |  |  |
| * identifies matters that are the client’s responsibility? |  |  |  |
| * confirms the work completed? |  |  |  |
| * sets out the work that is still to be completed? |  |  |  |
| * sets out time frames and critical dates? |  |  |  |
| * gives the status of accounts, disbursements and money in trust? |  |  |  |
| * define the client’s expectations? |  |  |  |
| * highlight anything unusual in this matter that should be known by the new practitioner? |  |  |  |
| Has the client been informed of the change of practitioner? |  |  |  |
| Does the client consent to the change of practitioner? |  |  |  |
| Has the client raised any concerns or dissatisfaction during the conduct of the matters? |  |  |  |
| Does the file contain all file notes, correspondence, documents and records? |  |  |  |
| Has the transferring practitioner discussed or arranged a time to discuss the file with the new practitioners? |  |  |  |

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| Approved |  |
| Title | Date |
| Signature |  |