



REETHORPE

OUR SERVICES

**ASSET REUNIFICATION
WORLDWIDE**

WE PRIDE OURSELVES ON OFFERING A CLIENT FOCUSED, PROFESSIONAL SERVICE

There are broadly three services that we provide:

- As discovery agents, we can assist you in identifying and then making a full recovery of an entitlement, when we believe that we have located property to which you are beneficially entitled
- When we are engaged as tracing agents, we can help locate one or more rightful beneficiaries to an estate, either by Will or through Intestacy on your behalf
- We also provide a full range of other professional genealogical services, such as preparing genealogy reports or helping custodians maintain their statutory responsibilities.

There are various stages involved in all the work that we do.

STAGE 1: We provide you with a Fee Agreement or Letter of Engagement, which contains specific details of the commission payable in reference to your case, whether on a contingency or ad-hoc basis. If we are providing you with more than one service at a time, different Fee Agreements and/or Letters of Engagement may be necessary for each individual service.

WHERE TREETHORPE ACTS AS DISCOVERY AGENT

STAGE 2: Once the entitlement is verified, Treethorpe will provide full disclosure of the property we believe you have a claim to. You may ask us to undertake a full recovery and administration if necessary on your behalf for no additional charge. Otherwise we will provide you with all the information that you need to take care of the full recovery (and administration) yourself.

STAGE 3: If, once we have provided you with all the information necessary to make your claim and you decide to recover (and administer) it yourself, but later change your mind (for example because it is too complex, possibly involving several assets or overseas property), you can request to pass the work back to us at no additional cost (although acceptance will be at our discretion).

The Treethorpe Success Fee is the same in either case, which is why most clients prefer us to do all the work once full disclosure is provided.

WHERE TREETHORPE ACTS AS TRACING AGENT

STAGE 2: Treethorpe will set out to identify and locate any living beneficiaries. We aim to perform the research and tracing work necessary to enable us/our client and the traced individuals to get in touch. This may be achieved directly by us finding the right individual(s) or indirectly by contacting a third person or party who will in turn provide us or the client with the necessary information to find the said individual(s). Dependent on the nature of the case we may also be acting as discovery agents; establishing the true extent of an unclaimed estate for example.

STAGE 3: We report back to you with our findings in full, whereupon our fee becomes payable (in the event of a successful claim).



TIMESCALES

The following timescales apply unless they are expressly varied in the accompanying Fee Agreement and/or Letter of Engagement.

WHERE TREETHORPE ACTS AS DISCOVERY AGENT

If you are the sole claimant in the case, we will aim to either disclose all details about the Property and the basis of the claim, by either:

- 60 days after receiving the completed Fee Agreement and/or Letter of Engagement back from you; **or**
- 30 days after receiving confirmation from the Custodian that the Property remains unclaimed.

To allow us to process the claim without undue delay, if we ask for relevant permission or authority, information or paperwork in your possession or control, we will expect you to supply this within a maximum of 30 days.

WHERE TREETHORPE ACTS AS TRACING AGENT

The time it will take to trace one or more beneficiaries varies greatly, depending on the circumstances of each case, and you will be provided with an estimate at the start of each engagement. We will endeavour to report back to you in all cases within eight weeks.

If you require one or more beneficiaries to be located within a particular time-limit please let us know at the start of the engagement, or as soon as possible afterwards.

WORKING WITH YOUR CASE MANAGER

Normally, you will have one Case Manager throughout the duration of your case or engagement. This individual will handle every aspect of the work being done, will endeavour to keep you regularly updated, and is always available to answer any questions that you may have before we start our work, during the course of progressing your case, or after we have finished.

GIVING US YOUR FEEDBACK

We are always happy to answer any questions or concerns that our clients have, and would request that you direct these to the appointed Case Manager in the first instance.

If for any reason you are not satisfied with the response(s) provided, or are not happy with the service we have provided in any way please refer to our complaints procedure within our website treethorpe.com

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TREETHORPE.COM  



**INVESTORS
IN PEOPLE**

ABOUT TREETHORPE

Treethorpe is a leader in the field of tracing heirs and beneficiaries to deceased estates, in discovering unclaimed or forgotten inheritances as well as other assets, in tracing the lawful owners of these assets and in helping them to claim their entitlements.

With its affiliates and associates, Treethorpe can bring together document and probate researchers, genealogists and lawyers from the UK and around the world, each of whom has particular experience in the discovery of unclaimed assets, in tracing heirs and beneficiaries, and in probate and property law.

For detailed information on Treethorpe's history, staff, services and clients as well as access to case studies, articles and opinion pieces, please visit treethorpe.com



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