Solicitors Regulation Authority

# Claiming back money for general client losses

If you need this guidance in a language other than English or in alternative formats, please contact us [https://www.sra.org.uk/contact-us] and we will provide it for you. If you need extra help with making a claim we will work with someone who has your permission to represent you, such as a new solicitor or legal advisor, or a member of Citizens Advice [http://www.citizensadvice.org.uk/] or other support agency.

This page contains guidance on how to claim back money owed from general client losses.

Before you start to make a claim, please read our general guidance on the claims process [https://www.sra.org.uk/consumers/problems/claim-papers/] .

You may also find this other guidance useful:

- Eligibility and claiming back money relating to conveyancing transactions [https://www.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortage-claims/] , such as
  - a mortgage that a solicitor has not paid off [https://www.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortage-claims/#unpaid-mortgage] where they have been given funds to do so
  - unpaid stamp duty, land tax or land registry fees [https://www.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortage-claims/#stamp-duty-tax-registry] , and
  - lost mortgage advances [https://www.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortage-claims/#mortgage-advance]
- claiming back money relating to estates of the deceased, or trust funds [https://www.sra.org.uk/consumers/problems/claim-papers/will-estate-trust-claims/] .

## *Claiming general client money or other losses*

If your claim relates to a loss that is not covered by any of the other topics in this section, the list below is a general guide to what you will need to provide as supporting evidence for your claim.

## *What we need from you*

To prove the amount you claim was paid to your legal adviser, we will need

- bank statements showing the payment of money to your legal adviser

- receipts issued by the legal adviser
- copies of any cheques paid to the legal adviser (you can get these from the bank)
- copies of bills the legal adviser may have sent to you, or details of fees agreed with the legal adviser, and
- copies of any ledger sheets—if we have closed the firm, you can obtain these from the agent we asked to close the firm: if the agent does not have them, contact us [https://www.sra.org.uk/contact-us] , as it is possible we are storing them.

We also need details of

- why you sent the money to the legal adviser,
- any money the legal adviser paid out, and
- any other matters the legal adviser was dealing with.