

# CHECKLIST

January 2022



## Client Intake Checklist

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

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?			

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: <ul style="list-style-type: none"><li>• client has used other solicitors on this matter</li><li>• client has unrealistic expectations</li><li>• tight time frames</li><li>• unethical/unreasonable instructions</li><li>• client's legal capacity</li><li>• gut feel?</li></ul>			



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?			

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

Approval	
Title	Date
Signature	