

GUIDE TO ACTING FOR FUNDED CLIENTS

Congratulations! Your client has secured funding and we look forward to supporting your work to achieve the best possible outcome in their matter.

Our law firm partners have an important role in ensuring that your client complies with their obligations under the funding agreement. This guide provides information on these requirements and the process for ensuring you receive payment quickly and easily.

Our Commitment To You

We understand that your time is valuable and we want you to focus on achieving the best possible outcome for your clients. With this in mind, we commit to always working as efficiently and quickly as possible to assist you with any aspect of your client's matter.

The Irrevocable Letter of Instruction

Your client has provided an irrevocable letter of instruction (**ILOI**) to your firm. Your firm has now acknowledged receipt of the ILOI.

The ILOI is the foundation of the relationship between your firm, our mutual client and JustFund. It is important that you read and understand the instructions contained in the ILOI. We expect you to act in accordance with the irrevocable instructions provided by your client. The key instructions contained in the ILOI are set out below.

1. Sharing Information

You are instructed to provide any information regarding the case, including documents, that JustFund may request and to notify JustFund immediately if your client:

- a. reaches any settlement agreement, including any non-binding settlement or heads of agreement;
- b. terminates, or advises that they intend to terminate, their retainer with your firm.

2. Control of Proceeds

You are instructed to take any and all necessary steps to ensure that all proceeds to be received by your client are to be deposited directly to your law firm's trust account. Proceeds are not to be paid directly to your client before JustFund is repaid.

This instruction includes the proceeds from any partial or interim property settlements and any cost orders.

3. Distribution of Proceeds

From the proceeds deposited to your law firm's trust account, you are instructed to make repayment to JustFund in accordance with the funding agreement in priority to any other party.

4. Invoices

You are instructed to send invoices to JustFund (see below for more information).

5. Budget Variations

We understand that budget variations may be unavoidable and we will work proactively to try to reach a solution if further funding is required. Please let us know as soon as possible if you think a budget variation may be required.

6. Monthly Reports

You are instructed to provide a short update to JustFund each month. You will receive an email from JustFund each month containing a link to the update form. Typically this process takes less than 10 minutes to complete.

Invoicing & Payment Process

JustFund will pay your client's invoices in accordance with the funding agreement. The process for submitting invoices for payment is simple and straightforward:

Step 1 - Send invoices to your client copied to invoices@justfund.com.au. To shortcut the process, we suggest including the following in your email to funded clients: *"We would be grateful if you could reply (to all) to confirm that you are happy for JustFund to pay the attached invoice on your behalf."*

Step 2 - Your client will confirm by reply email (copying invoices@justfund.com.au) if they are happy for the invoice to be paid by JustFund

Step 3 - Once JustFund has received the client's approval will pay the invoice on your client's behalf.

We would be happy to arrange a call with your accounts team to ensure the above process works as efficiently as possible for your firm.

Account Information

We will email an account statement to you and your client twice a month to keep you updated on available funding and the then outstanding repayment amount.

Please do not hesitate to contact us if you have any questions or would like to discuss any aspect of your client's matter.