

## HOW TO MAKE ENQUIRIES REGARDING POTENTIAL NEW CASES FOR THE CIVIL TEAM

We currently respond to new enquiries by email or letter and can only deal with telephone enquiries in exceptional cases.

Prospective clients are asked to email us in the first instance, setting out the detail of the issue(s) in question, in order that we may understand what you hope to achieve and, most importantly, establish whether we have the relevant expertise, experience and capacity to offer assistance.

**Our email address for new enquiries is: [civil@hickmanandrose.co.uk](mailto:civil@hickmanandrose.co.uk).**

The firm's civil law department is a small, specialist group of lawyers and, although we cannot take on all cases that are referred to us, one of our solicitors will consider every enquiry before deciding whether we may be able to assist.

We reply to all requests for assistance and will endeavour to respond to your email by the next working day after its receipt.

In order that we may assess your enquiry, we need brief details of key facts and, on receipt of your email, we will send out a brief questionnaire which seeks to establish essential information. Please try to complete all of the fields.

If, for any reason, you are unable to email us, you can telephone us on 020 7702 5331 to make your enquiry.

If you prefer to write to us please use our postal address:

Hickman and Rose  
Aylesbury House  
17 – 18 Aylesbury Street  
London EC1R 0DB

We strive to respond within four working days of receipt of postal enquiries and will make every effort to consider urgent requests as required.