



Service Standards for the International Lawyers Network

- Members are obliged to:
 - Respond promptly by contacting the referring firm by telephone or email within 24 hours of receiving a referral.
 - Work together with the referring firm for the benefit of the client. The referring firm must provide a detailed explanation of the client's objectives to the firm who will be handling the work.
 - Confirm in writing that the member receiving the work has the necessary skill and adequate staff to handle the work. Member firms shall not accept referrals for which they have not the necessary expertise. In such cases, they will recommend another Network law firm that has the required expertise.
 - Confirm that there is no conflict of interest.
 - Where no professional indemnity insurance is held, a statement to that effect will be issued if required by the referring member.
 - No member firms shall conduct business in the name of the **International Lawyers Network** but only in the name of their independent firms (See Disclaimer Notice).
 - Member firms shall not refer work if they foresee that the client will not be able to settle the fees. Settlement of the fees, however, is the responsibility of the member firm to which the work is referred. Member firms to which work is referred will generally ask for an advance payment and the referring member firm will inform the client accordingly.
 - Member firms shall abide by the laws and codes of their national law societies.
 - Each member using the **International Lawyers Network** has the duty to report, on a confidential basis, any lack of responsiveness, quality or matters affecting the reputation of any other member to the Executive Director or to any member of the Board of Directors. The Board of Directors can review these matters as appropriate.
 - If the Board of Directors should become aware of anything affecting the reputation of the member firm as a result of a breach or alleged breach of professional or business ethics, the Board will have the right to immediately suspend membership.
 - The Board will review membership and, in its discretion, terminate membership.