



ASH

PROCESS
SERVERS

Best for Process, Best for Service

**NEW USERS
GUIDE TO
INSTRUCTING
YOUR PROCESS
SERVER**

ABI
Association Of British Investigators
Upholding Professional Values

HOW TO INSTRUCT YOUR
PROCESS SERVER

The Process Serving Industry

Despite being an integral part of the litigation process, the process serving industry remains un-regulated, with no professional body to oversee them, and no central body to whom you can complain if something goes wrong.

Because of this, there is no requirement for someone offering process serving services to hold Professional Indemnity Insurance, or be free of criminal convictions, and indeed even a process server who may have been found guilty of perjury or similar in another case is free to continue to offer their services to you.

There is also no requirement for a process server to be 'qualified' to serve documents. It is acceptable to market yourself as a process server without any qualifications, experience, or knowledge of CPR Rules.

The worst case scenario for choosing an in-experienced, or even downright deceptive process server is that your whole litigation case could be thrown out of Court. You could be left with a sizeable bill for the oppositions legal fees (plus your own fees that your client is now unwilling to pay), and a process server who has 'disappeared', so no way to issue proceedings against them, and no financial means to pay the debt even if you do.

ASH (UK) Process Servers Ltd hold director membership of the Association of British Investigators, our industry self-regulating body. In being a member, our director has had to prove the company to be stable, capable, responsible, accountable, and legally and ethically compliant. We hold full Professional Indemnity Insurance, and have been process serving since 2003, also holding Corporate membership of the Institute of Paralegals, of which our director is also a Fellow.

The following pages detail how to instruct us so we can give you the best possible service.

Options for Service

Standard Service

Clients tell us this service is anything but 'standard', but this is your option for non time-critical service, and includes

- 1st attendance endeavoured within 3 working days of receipt of paperwork
- Up to three visits to one service address
- All on-foot enquiries required to establish information and confirm residency
- In-house database enquiries prior to on-foot attendance to establish useful information to assist with service such as residency data, telephone numbers, ages
- Regular updates when visits have been made, and suggestions on progressing particularly troublesome and evasive matters
- A proof of service prepared in a fixed format, and suitable for Court requirements

Urgent Service

For time sensitive matters, same and next day services are available. You get everything listed above, on a more urgent basis. Please note our urgent service is subject to availability, and we recommend you contact us as soon as you are aware of a need, even if the documents are not yet ready, and it will enable us to put arrangements in place.

Bespoke Service

When you need something 'more', we can provide a bespoke service to accommodate all kinds of requests. We can schedule multi-location timed serves, 'watch and wait', & 'be on stand-by' services to name a few. Our bespoke service is quoted on a case by case basis.

International Service

We don't just serve documents in England and Wales. We can arrange service anywhere in the world, and liaise with local agents in these countries to obtain quotations and monitor service, adhering to your specific instructions whilst being mindful of local area laws and restrictions.

International service is quoted on a case by case basis.

Obtaining a Quotation

Most of the time, you can easily determine what our fees will be from our Fixed Price List (see back page). Where you have an urgent, or particularly troublesome matter, you may need to speak to us to obtain a quotation. If you do, we will always request the following information from you.....

- 1. What documents you have for service**
- 2. Whether there is a specific service deadline which should be adhered to, or whether you or your client have any specific requirements for an urgent attendance**
- 3. Any specific requests which fall outside of what would be required to effect service in accordance with the rules i.e. you know they work so attendances should only be made after 5pm on weekdays**
- 4. Whether you will require service of original documents, or whether you will email scanned copies. If you are sending scanned copies, make sure you let us know if it is a sizeable document, as some of our field agents don't have the printing capacity to print particularly large volumes.**
- 6. If the matter is urgent, and we will be attending outside normal office hours, do you know what we will need to do if the documents cannot be personally served?**
- 7. What form of proof of service you require i.e. Statement of Service, Sworn Affidavit etc**
- 8. If you are instructing a bespoke or international service, there will be further information we require from you, but we will discuss this with you at the time.**

Nearly all our process serving work is conducted on a fixed fee basis. Please call the team on **01543 888218** to confirm a quotation, or email enq@ashprocess.co.uk for our current Price List.

Sending the Instruction

Once you have agreed a quotation, and are ready to send the instruction, ensure the following:

- 1. Your paperwork is accompanied by a covering letter or email which gives the following information**
- 2. Your file reference**
- 3. Specific information about the person / entity being served, and the address(es) at which service is to be effected, or reference to those details being contained within the paperwork**
- 4. If you have obtained a quotation from us, we will hold details of this quotation on file, but you may wish to confirm the quotation you have been given within your instruction, and what you believe you will receive for that fee. i.e. *I understand your fee to be £100 for 3 visits to the service address, at least one of those will be outside normal working hours, and you will provide a Statement of Service.***
- 5. Any special instructions you may have, or additional information which may assist the process server is included i.e. the respondent works shifts, a contact telephone number, date of birth or physical description (or a photo if available). Again, if this has already been discussed, we will hold details of this on our files, however it is always worth including specific details in your instructing letter to ensure nothing is missed.**
- 6. Once we have received your instruction we will always send you a 'Confirmation of Receipt' email to confirm we have your documents. Look out for this for your re-assurance it has been received.**

Nearly all our process serving work is conducted on a fixed fee basis. Please call the team on **01543 888218** to confirm a quotation, or email **enq@ashprocess.co.uk** for our current Price List.

Just Ask for Assistance

We have many years of experience in process serving, so if there is something you are unsure of, just ask and we can guide you in the right direction.

Our administration team are available 9.00am to 5.00pm on weekdays, and an emergency contact is also provided below.

ASH (UK) Process Servers Ltd

Address:

3 The Oak Tree, Elmhurst Business Park
Park Lane, Lichfield, WS13 8EX
DX: 19015 LICHFIELD

Telephone:

01543 888218

Email:

enq@ashprocess.co.uk

In an out of hours emergency,
please call 07766 106531