

## Retained Legal, Regulatory and Compliance Support

Auxillias is delighted to tell you about **Auxillias On Demand**, a competitive new service for day-to-day legal, regulatory and compliance needs. This is a cost-effective arrangement which provides consistent and high-quality legal advice.

### Why offer this service?

In a nutshell, a number of our clients came to us and said they were looking for a more innovative approach to the way they worked with law firms. Two compelling and consistent themes became apparent:

- Firstly, that legal, regulatory and compliance support would always be available when needed, without delay and with a consistent, high-quality level of advice and service.
- Secondly, that they could receive great value for money in return for a predictable, regular payment that is tailored to their precise business requirements. At the same time, they want to know that they can access extra help when they need it but not be tied into a long contract.

We challenged ourselves to do this and it got us thinking; how could we deliver everything our clients want and offer even more value as part of the offer? **Auxillias On Demand** was born and we are delighted to tell you more about how it can serve you.

### Who is this designed for?

Busy professionals that do not have consumer credit, compliance or legal expertise or functions in-house – this could include heads of compliance, general counsel plus other key stakeholders such as the head of sales, operations and/or collections/recoveries teams.

### How does it work?

You will have access to a dedicated professional advisor who will be responsible for day-to-day contact and delivering much of the advice needed. Your contact can then draw on a broad range of experts within the team where for example, other specialisms are useful or when more support is needed depending on the topic or query. **Auxillias On Demand** includes a full range of benefits for you and your business:

- Telephone or email advice for standard ad-hoc legal and compliance queries within the consumer credit, compliance and regulatory arena.
- Confidence that your professional advisor has the highest-quality legal, regulatory and compliance industry knowledge.
- Regular, scheduled reviews to ensure that **Auxillias On Demand** is optimised for your specific business requirements and budget.
- Exclusive access to newsletters, broadcasts and community round-table events to keep you up to speed with latest developments.
- Access to a fantastic range of complementary services including consultancy and advisory, virtual training programmes and business consulting. We hope to soon add leadership development and executive coaching services.

### What does it cost?

**Auxillias On Demand** is the most cost-effective way of working with us over time because it provides you with the peace of mind that we are a key part of your team and that you can expect to receive expert, timely and appropriate legal advice. To get started, we will work with you to determine your specific requirements; we will generate the initial fixed price for **Auxillias On Demand** which you can pay monthly, quarterly or annually in advance to suit you.



The exact payment will be based on the number of hours that will be used and a great value, discounted hourly rate that is exclusive to **Auxillias On Demand** clients.

After a period of time working with you, we will then conduct regular reviews to ensure that **Auxillias On Demand** continues to meet your needs and is cost-effective. If you are using more or less time than agreed, we will let you know and adjust your payment to reflect that.

If you have additional requirements that fall outside the scope of **Auxillias On Demand**, we will agree with you in advance how we can help you and what it will cost. Some additional services will still attract your discounted hourly rate.

## Benefits of Auxillias On Demand

- Access to a team of senior legal and compliance professionals who have many years of experience in their field.
- No contract commitment.
- Cost effectiveness – we are an extension to your in-house legal and compliance department or if you do not have one, we can be your in-house legal and compliance team, minus the overhead expenses.
- Certainty of legal costs – you pay for productive time.
- The comfort that advice and support is available at the end of the phone.
- Essential regular contact with a key person and a bespoke legal and compliance service.
- Entirely flexible, agile and scalable arrangement.
- A range of additional, complementary services exclusive to **Auxillias On Demand** clients.

## So what's next?

We are really excited about **Auxillias On Demand** and if you are an existing client or prospect, we will be in touch soon to tell you more about it.

If you are curious about what **Auxillias On Demand** could do for you, just let us know by getting in touch.

One of the team will contact you to conduct an initial assessment of your specific circumstances and tell you a bit more about **Auxillias On Demand**. If it's right for you, we will then agree your specific pricing, appoint your dedicated professional advisor and get cracking.

If **Auxillias On Demand** isn't right for you yet, we will let you know how best we can work together so that you can still benefit from our great range of services.

At all times you can rest easy knowing that we will regularly review how **Auxillias On Demand** is working for you and adjust it as necessary. There is no commitment to a long-term contract.



**JOANNE DAVIS**  
CEO  
+44 (0)7441 240114  
JO.DAVIS@AUXILLIAS.COM

**DAKSHA MISTRY**  
COO  
+44 (0)7458 304068  
DAKSHA.MISTRY@AUXILLIAS.COM

**CARRIE STEPHENSON**  
LEGAL & GOVERNANCE DIRECTOR  
+44 (0)7745 923 292  
CARRIE.STEPHENSON@AUXILLIAS.COM

**SIMON BROWN**  
COMPLIANCE AND TRAINING DIRECTOR  
+44 (0)7855 747038  
SIMON.BROWN@AUXILLIAS.COM

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### Some of our clients already use a retained service with us. This is what they say:

“Working with Auxillias has given us access to industry leading consumer credit and regulatory expertise with on-demand capacity to support our business as we continue to grow. Combining this with a way of working and style of communication that fits so well with ours, it really feels like we're set up to succeed.”

**Paul Patterson, risk and compliance director at Chetwood Financial Limited**

“We engaged Auxillias to help our company respond to consumer credit law changes. We have benefitted from the retainer service which ensures that Auxillias will be available, while also providing the flexibility to structure the hours of support we need. Auxillias has been instrumental in helping our company to be proactive, rather than reactive to upcoming consumer credit regulatory changes. The team at Auxillias listens to us and provides appropriate advice to suit the audiences' field of experience. We look forward to working together on new projects.”

**Libby Barber, contracts manager at Solifi (UK) Limited**