



Association of Probate Researchers

All Corporate members must sign up to the following Code of Conduct

1. Issue employees with an agreement of employment in accordance with statutory regulations.
2. Follow the rules and principles of the Equality Act 2010
3. Issue contracts and agreements to any sub-contractor or agent
4. Comply with relevant consumer protection legislation, including:
 1. Consumer Credit Act 1974 as amended (where applicable) and shall hold a Consumer Credit Licence if services are provided under the Act
 2. Financial Services and Markets Act 2000
 3. Advertising Standards Authority
 4. Consumer Protection from Unfair Trading Regulations 2008
 5. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
 6. Companies Act 2006
 7. The Consumer Rights Act 2015
 8. Data Protection Act 1998
 9. Any other relevant form of legislation.
5. Advertising shall comply with statutory requirements and any relevant code of advertising including;
 1. OFCOM
 2. British Codes of Advertising and Sales Promotion,
 3. the Independent Television Commission (ITC) Code,
 4. the Radio Authority Code
 5. Phonepay Plus
 6. Consumer Protection from Unfair Trading Regulations 2008
6. Take special care with vulnerable Clients
 1. having regard to the Mental Capacity Act 2005 when assessing whether a Client has capacity to make a decision
7. Clear rights for Clients when a contract is cancelled
8. Letters of Engagement must be agreed with the Client and explain the service offered and the Client's rights.
9. Fees must be clear with no hidden costs.
10. Only the actual cost of a disbursement shall be charged
11. Avoiding fraud by impersonation and Money Laundering
 1. Comply with the requirements of the Money Laundering Regulations 2007.
 2. Under no circumstances knowingly take instructions from a third party.
 3. Obtain satisfactory evidence of the identity of executors or administrators whom he is working on behalf of.
 4. Obtain satisfactory proof of the identity of the deceased and proof of their death.

1. make enquiries to obtain the deceased's last Will (and any codicils) or to establish that there is no Will
5. Obtain details of all beneficiaries or potential beneficiaries.
12. Ensure that at all times a firm has the required general and technical competence offered
 1. Must advise the client to seek alternative legal or other advice where a matter is beyond their competence
13. Shall not disclose information relating to the client's affairs to any third party without the consent of that client
14. Deal with complaints in line with a set procedure.
15. Avoid unnecessary fees
16. For contingency fee cases members will not charge extra for certificates and genealogical reports, as these fees will be covered by the contingency fee.
17. Avoid excessive fees
18. Satisfactory arrangements in place for the conduct of the firm's work in the event of death or prolonged incapacity
19. Ensure that the work of all those employed by the member is satisfactorily supervised
20. If an owner/director/partner shall become bankrupt or enter into an arrangement with creditors or being a director of a company that is wound up or enters into administration or liquidation (except for the purposes of reconstruction or amalgamation) he shall cease to practise.
21. All Corporate members staff, including full time employees, self employed contractors and anyone acting on behalf of the probate research company shall comply with this code of conduct and professional standards and ethics code.