Practising Certificate Renewals 2019
Completing the organisation renewal of practising certificate / registration application
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1. Getting started - logging in to mySRA

**Note:** To access and complete this application you must have the role of Authorised Signatory or Organisation Contact at your organisation.

Only the Authorised Signatory is able to submit the application. Guidance on adding roles can be found in the individual user guide.

Go to the mySRA login page, [here](#) and click the blue Login button.

Enter your username and password, click Login.

**Tips:**

**Forgotten username:**

- Click on **Forgotten username?**
- Enter the email address we hold on record for you and press Submit
- Your username will be emailed to you

**Forgotten password:**

- Click on **Forgotten password?**
- Enter your username and press Submit
- A link will be sent to the email address we hold on record for you
- Click on the link and then confirm your username
- Change your password

If you can’t remember the email address held on your record please [Contact us](#)

2. Before starting the application

You will need to update your **Organisations Details** within the **My Organisations** section of your mySRA account before starting the application. Guidance can be found in our interactive guide for Organisations, AUS/ORCs.
Ensure you have access to the following information before starting the application

- Your indemnity insurance details for the 2019/2020 indemnity year
- Any arrangements with third parties for introducing clients and arrangements for sharing fees
- The number of claims made or intimated to the firm in the last indemnity period
- A turnover figure for the last complete accounting period (covering 12 months) prior to 1 November 2019. The areas of work undertaken by your firm
- Information about the number and type of complaints your firm receives from your clients (first-tier complaints)
- Information about client account monies held
- CPD training records for those included in this application

3. Accessing and completing the application form

**Note:** The screenshots in this guide are used to provide an example of the screens you will see when completing your application.

To access the application form:

- Click on My Services
- Then Organisation Related Services
- Select your organisation from the drop down menu
- Click Continue
- Click Select next to Renewal of practising certificates/registrations and payment of periodical fees
Completing the application

**Section 1 - Getting Started**

**Tips:** When navigating through the sections of the application you will have to click on **Continue** or **Save and Continue** to submit information. You may have to scroll down to locate this button in the bottom left-hand corner of the screen.

You do not have to complete the entire application at once. Any sections you complete will be saved for you to come back to later.

Your application can be found under **Continue a saved application**

---

Read the information in **Getting started** then click on the **Continue** button.

You will now be in the application form. Down the left hand side are the 15 sections you must complete to submit your application. You can complete these in any order you want. Click on the section you want to complete or move through the application in order.

When you have completed a section the padlock icon will turn into a green tick.
Section 2 - Client money

Select **Yes**, **No** or **Never Held Client Money** from the drop down list.

Tips:

- If you answer **Yes** or **No** you will be asked to provide further information
- If you answer **Never Held Client Money**, click **Save and Continue** and you will continue to **Section 3 Indemnity Insurance**.

If you answered **Yes**, and your organisation started to hold or receive client money in the last 12 months then enter the date in the format **DD/MM/YYYY** or click the calendar symbol.

Enter your monthly reconciliations. Guidance can be found by clicking the (?) symbol next to each question.

Click **Save and Continue**.
If you answered **No**, enter the date that your organisation ceased to hold or receive client money in the format **DD/MM/YYYY** or click the calendar symbol.

Click **Save and Continue**.
Section 3 - Indemnity Insurance

Select **Exempt/Partially Exempt** or **Not exempt** from the drop down list.

**Indemnity Insurance**

Is the firm exempt or partially exempt under Appendix 3.1 or 3.2 respectively of the [SRA Indemnity Insurance Rules](#)?

- Select -

If you select **Exempt/Partially Exempt**, enter the date the exemption was granted in the format **DD/MM/YYYY** or click the calendar symbol.

Click **Save and Continue**.

If you select **Not Exempt** you must provide your insurers details. Click **Add Insurer Details**.

Select your insurer from the drop down list. Enter your policy number. Enter the start and end date of the period of cover in the format **DD/MM/YYYY** or click the calendar symbol.
If your insurer is not listed then tick the box and enter the name of your insurer.

Insurer not listed

Please provide name of the qualifying insurer

Note: If any of the information on this screen is not entered, then a text box will appear. You should provide an explanation of why this information has not been provided.

Click **Save and Continue**.
The details will now be saved in a table. If you need to edit the details click **Edit**.

[Table showing insurer details]

To add another insurer follow the steps again after clicking **Add Insurer Details**.

Once all of the insurer details have been entered, click **Save and Continue**.

**Section 4 - Associations**

Select **Yes** or **No** to confirm any arrangements with third parties for the introduction of work to your organisation.

Please provide details of any introduction and referral arrangements in place with third parties and details of any arrangements the organisation has to share fees.

[Form field: Did the firm have any arrangements with third parties (an introducer), including other lawyers, for the introduction of work to the firm in the last complete accounting period?]

**Tips:**

- If you answer **Yes**, you must provide further information. Click **Add More**.
- If you answer **No**, click **Save and Continue**. You will be asked additional questions regarding sharing fees.
Enter the name of any third party that has introduced or referred work to you.

**Note:**

If they have an **SRA ID number** please enter it and click **Search**. If they do not have one then enter the name of the individual or organisation in the text boxes provided as shown below.

Enter the date the arrangement began in the format **DD/MM/YYYY** or click the calendar symbol. Then select the main type of work the third party introduces or refers to you from the drop down list.
Enter the percentage of your organisation's turnover that comes from this arrangement. **Do not** use the ‘%’ symbol.

Enter the total sum paid and the value of any other considerations paid. **Do not** use the ‘£’ symbol, commas or full stops.

Click **Save and Continue**.

The details will now be saved in a table. To edit the details provided click **Edit**.

To add another association click **Add More** and follow the steps above.

Once all association details have been entered, click **Save and Continue**.
Select Yes or No to confirm if your organisation shares professional fees with another individual or business.

If you select Yes, click Add More and follow the steps above.

Click Save and Continue.

Does the firm have arrangements to (directly or indirectly) receive a share of the fees or profits of another individual or business?

☐ Yes
☐ No

Section 5 - Involvement and Influence

Select Yes or No to confirm whether your organisation has any arrangements with third parties that may allow any influence over the running of your organisation.

Are there any arrangements, relationships or connections with third parties that may allow another party to have any influence over the running of the firm?

☐ Yes
☐ No

Please provide further information  (Maximum length 500 characters)

Tips:

- If you answer Yes enter further information in the text box provided. Click Save and Continue.
- If you answer No, click Save and Continue.
Section 6 - Other Roles

Select **Yes** or **No** to confirm if any managers are engaged in other activities outside your organisation.

If you select **Yes** to any question you will have to give a summary in the text box that appears.

Click **Save and Continue**.

Section 7 - Fee Earners

Enter the **number of legally qualified fee earners (full time equivalent)** currently based in your offices in England and Wales.

Enter the **number of non-legally qualified fee earners (full time equivalent)** currently based in your offices in England and Wales.

Click **Save and Continue**.
Section 8 - Negligence Claims

Enter the number of claims made against your organisation in the last complete indemnity period.

Enter the number of claims paid, either by your insurers or your organisation, in the last complete indemnity period.

Click Save and Continue.

Section 9 - LSB 1st Tier Complaints

Select Yes or No to confirm whether your organisation has received any complaints in the last 12 months to 31 August 2019.

If you have received any complaints in the 12 month period to 31 August 2019, you should complete the table by providing the number of complaints:

- received from clients
- resolved
- referred to the Legal Ombudsman (LeO).

If one complaint covers two different categories, choose the most appropriate category to record the data.

Save and Continue
Provide the number of complaints received, complaints resolved and complaints referred to LeO in the table.

Click Calculate.

Click Save and Continue.

<table>
<thead>
<tr>
<th>Complaints Category</th>
<th>Complaints Received</th>
<th>Complaints Resolved</th>
<th>Referred to LeO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Costs information deficient</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Costs excessive</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Criminal activity</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Data protection</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Delay</td>
<td>2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Discrimination</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to advise</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to comply with agreed remedy</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to follow instructions</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Failure to investigate complaint</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to keep informed</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to keep papers safe</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Failure to progress</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Total complaints received: 3
Total complaints resolved: 2
Total complaints referred to legal ombudsman: 1

Please calculate the number of complaints prior to selecting 'Save and Continue'.
Section 10 - Turnover

Enter your organisation's total turnover.

**Tips:**

Numbers can be entered on their own (500000) or with £, comma or full stop (£500,000.00).

Enter the start date and end date of the accounting period that relates to your turnover in the format **DD/MM/YYYY** or click the calendar symbol.

Select what the turnover figure is based on by from the drop down list.

Select **Yes** or **No** to confirm if your accountant has provided written confirmation.

Click **Save and Continue**.

**Note:**

If your turnover figure is significantly different to the previous year's turnover figure then you be asked to confirm that the figure is correct (example below).

Select **Yes** to confirm and move to **Section 11 Financial questions**, or select **No** to return to the previous screen to re-enter the figure.
Section 11 - Financial Questions

Select Yes or No to confirm if any single clients, groups of clients or referral sources account for more than 20% of your turnover.

Click Save and Continue.

Section 12 - Areas of Work

Enter a breakdown of the areas of work undertaken by your organisation by percentage of turnover. Do not use the '%' symbol.

<table>
<thead>
<tr>
<th>Social welfare</th>
<th>50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wills, trusts and tax planning</td>
<td>50</td>
</tr>
</tbody>
</table>

What percentage of the work undertaken by your firm is funded by legal aid? (Optional)

0
Click **Save and Continue.**

**Section 13 - Person in Offices**

In **Section 13 Person in Offices** you must enter information relating to **Regulation 3, Continuing Competence** and any **Reduced fee** for each person opted in your organisation.

You can search and filter your results by selecting certain options from the relevant drop down list and clicking **Search.**

To view all individuals associated with the firm leave each drop down list as --- All--- and click **Search.**

<table>
<thead>
<tr>
<th>Name</th>
<th>Subject to Regulation 3</th>
<th>--- All ---</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office name</td>
<td>--- All ---</td>
<td></td>
</tr>
<tr>
<td>City/Town &amp; Country</td>
<td>--- All ---</td>
<td></td>
</tr>
<tr>
<td>Person Type</td>
<td>--- All ---</td>
<td></td>
</tr>
<tr>
<td>Post</td>
<td>--- All ---</td>
<td></td>
</tr>
<tr>
<td>Record complete</td>
<td>--- All ---</td>
<td></td>
</tr>
</tbody>
</table>

**17 Results found**

Results found 25 | Sort by Name (Ascending) |

**Note:**

If an individual is subject to **Regulation 3** they will need to apply separately for renewal of their practising certificate/registration.

Guidance on completing this application can be found in the individual PC application **guide.**

In the table, click on each button in turn to provide the information needed.
Click on the button under **Subject to REG3** and a pop up box will appear.

Select **Yes** or **No** and then click **Save**.

Click on the button under **Continuing Competence** and a pop up box will appear.

Select **Yes**, **No** or **N/A** and click **Save**.
Individuals at your organisation should all now be following the continuing competence scheme.

Further information on our new approach to continuing competence can be found here.

Click on the button underneath Reduced fee and a pop up box will appear.

Select Yes or No.

Reduced fees are available to individuals who fall into one of the following categories:

- Category A - the individual is currently on statutory maternity/adoption leave or a period of leave equivalent to statutory maternity leave
- Category B - the individual took a period of statutory maternity/adoption leave or a period of leave equivalent to statutory maternity leave which started between 1 November 2018 and 31 October 2019
- RFL based predominantly outside England and Wales.

If you select Yes you will need to provide further information.

Select Category A or Category B and enter the relevant dates in the format DD/MM/YYYY or click the calendar button.

Click Save.
When the information is correct for each individual tick **Record complete** to save the information. You can un-tick this box if you need to edit any information.

<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Person type</th>
<th>Post</th>
<th>Subject to</th>
<th>Continuing competence</th>
<th>Reduced fee</th>
<th>Record complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicola Aquilin</td>
<td>422606</td>
<td>Admitted Solicitor in Eire</td>
<td>Assistant</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**Tip:**

You can select all individuals by ticking the box at the top of the screen as shown.

<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Person type</th>
<th>Post</th>
<th>Subject to</th>
<th>Continuing competence</th>
<th>Reduced fee</th>
<th>Record complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nicola Aquilin</td>
<td>422606</td>
<td>Admitted Solicitor in Eire</td>
<td>Assistant</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Patrick Brady</td>
<td>384918</td>
<td>Admitted Solicitor in Eire</td>
<td>Assistant</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

When the information for all individuals is correct and you have ticked **Record complete** for everyone, click **Save and Continue**.

**Note:**

You will be unable to proceed with the application until **Record Complete** is ticked for each individual.
Section 14 - Summary

You have now completed all of the questions within the application and can view a summary of your answers by clicking on Click here to view summary sheet.

**Tip:** The summary sheet will open in a new window. If you are happy that all details are correct, close the summary and click **Continue**.

Section 15 - Fee/Declaration/Payment

You will now see a breakdown of renewal fees for each individual person opted in to your organisation. You will also see a fee for the organisation's renewal. The total will be displayed at the bottom. Click **Continue**.

**Note:**

Only the **Authorised Signatory** can tick the declaration. If the Organisation Contact completed the application then the **Authorised Signatory** must log in to their own account and access the application. Click **My Services**, then **Organisation Related Services**. Once you have selected your organisation from the drop down list select the application from **Complete a saved application**.
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>PC Fees 2017/2018</td>
<td>236.06</td>
<td>49.93</td>
<td>0.00</td>
<td>276.06</td>
<td></td>
</tr>
<tr>
<td>PC Compensation Fund 2017/2018</td>
<td>46.06</td>
<td>0.00</td>
<td>0.00</td>
<td>46.06</td>
<td></td>
</tr>
<tr>
<td>PC Fees 2017/2018</td>
<td>236.06</td>
<td>49.93</td>
<td>0.00</td>
<td>276.06</td>
<td></td>
</tr>
<tr>
<td>PC Compensation Fund 2017/2018</td>
<td>46.06</td>
<td>0.00</td>
<td>0.00</td>
<td>46.06</td>
<td></td>
</tr>
<tr>
<td>Periodical Fee 2017/2018</td>
<td>0.00</td>
<td>196.06</td>
<td>0.00</td>
<td>196.06</td>
<td></td>
</tr>
<tr>
<td>Authorised Entity - Compensation Fund - Newer</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.90</td>
</tr>
<tr>
<td>Non-Claim Money 2017/2019</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7732.08</td>
</tr>
</tbody>
</table>

I am the authorised signatory of the firm named on this application.

I understand that it's my responsibility to make sure all the information I have given you is correct and complete.

I understand that I must also tell you straightaway about any changes to the information I have given on this application – regardless of whether the information is in the public domain or if I have already reported it to another regulatory body. If I am in any doubt about whether certain information is relevant, I will include it.

I understand that if I have knowingly or recklessly given you information that is false or misleading (or if I have failed to tell you about any significant information) you could:

- reject the application
- revoke authorisation, practising certificates or registrations
- take disciplinary action, or share information with a third party that leads to disciplinary action.

I understand that you may attach conditions to practising certificates and registrations.

I understand that you may (under the Data Protection Act 1998) use any personal information from this application to perform your duties under any relevant legislation.

I understand that you might do whatever checks you think are necessary to process this application and make sure it complies with the Handbook.

I understand that personal information I have given on this application could be given to (and kept by) registered Credit Reference Agencies.

I confirm that all solicitors, RELs and RLSs whose details are included in this application and are resident or working in the UK will hold the appropriate and valid documentation necessary in order to comply with Immigration Regulations and Statute.

I understand that the firm and its managers are obliged to report to you any indicators of serious financial difficulties relating to the authorised body.

I understand that I will have to pay any fees immediately.

I understand that you have calculated the fee based on the information I have given in this application.

I understand that I have to pay any charges in full before getting any refunds owed.

I understand that this application could change based on your assessment. If the details I have given in this application are incorrect, I may need to submit other applications and pay the fees for them.

I confirm the information I have given on this application is correct to the best of my understanding.

[Check box]
You must now enter your billing address information. This is mandatory.

Enter the address details and click **Save and Continue**.

Select **Credit or Debit Card** or **Bill me** and click **Continue**.
Credit or Debit Card

Click Yes to the following question.

"Are you sure you want to submit your application and pay by Credit/Debit card? You will not be able to change any answers after you submit."

You will be directed to the WorldPay Secure Payment Page where you can enter your credit or debit card details.

Select your payment method by clicking on one of the displayed card logos.

Tip: We use WorldPay to process your payments in a secure environment. We only accept Mastercard, Maestro and Visa so you must select one of these logos.
In the **Card Details** section enter your credit or debit card details exactly as they appear on your card.

The **Cardholder details** section should pre-populate the billing address you supplied on your application form. The billing address must be the same address as that registered for the credit or debit card you are paying with.

- Enter your email address. Confirmation of your payment will be sent here.
- Click **Make Payment**

**Tip:** Depending on your credit or debit card provider, a cardholder authentication page may appear that requests further details.

If you experience difficulties completing the cardholder authentication page then you will need to contact your card provider.
Once your payment has gone through, you will receive a confirmation email from WorldPay. You are also returned to the mySRA website. Once your payment is successful, a message will be displayed, as shown below.

Your application has now been submitted. We aim to process 95% of applications within 30 days and will send you an email confirmation once your application has been processed.
Bill Me

Selecting Bill me will submit your application. A page will open which confirms your application is submitted and has a link to a payment summary sheet. Details of how to make payment and the invoice number is provided on this sheet and therefore payment can be made immediately. A VAT invoice will follow submission of your application and will be available to download from your mySRA account within 72 hours.

If you want to pay by Wesleyans spread payment facility then you can click the Spread Payment Facility link or find it [here](#).

**Note:** You will need to address any questions you have about the WorldPay payment pages directly to WorldPay. Visit [www.worldpay.com/shopper](http://www.worldpay.com/shopper).

There may be a rare occasion where the re-direct back to mySRA is interrupted and you don’t get a message confirming your application has been submitted. Instead, you may be presented with a blank screen, or a generic error message. Your application may remain in a draft status in mySRA.

Please **do not** try to access your draft application or make payment again. If you have received an email from WorldPay confirming payment you do not need to do anything. We will process your application and if necessary, we will contact you to request further information.

If you have not received an email confirmation from WorldPay about your payment, please [Contact us](#).
Thank you for submitting your application. You can view your payment summary here.

A copy of your invoice will be saved in the My Documents section of your account shortly.

We aim to process 95 percent of applications within 30 days. Once we have considered your application, we will notify you of our decision.

You can track the progress of this application in the My Services section of your account.

An application will only have been made once the SRA has received all of the documentation, information and payments comprising that application.

A VAT invoice will be available to download from the My Documents section of your mySRA account within 72 hours and is payable immediately. Payment should be made via your bank to the details below and the remittance advice sent to: Finance, The Law Society, The Cube, 199 Wharfside Street, Birmingham, B1 1BF.

We will not accept cheques as a method of payment, any cheques received will be returned. The Law Society will not accept any payments being delivered personally.

If you wish to set up a spread payment, Wesleyan’s Spread Payment Facility, endorsed by the Law Society, you can obtain a quotation and apply by clicking the following hyperlink: Spread Payment Facility.

Please ensure you quote the invoice number and the amount as you will need both in order to make your application.

<table>
<thead>
<tr>
<th>Account name</th>
<th>LAW SOCIETY RECEIPTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank name</td>
<td>BARCLAYS BANK PLC., LEVEL 27, 1 CHURCHILL PLACE, LONDON, E14 5HP</td>
</tr>
<tr>
<td>Account number</td>
<td>43577002</td>
</tr>
<tr>
<td>Sort code</td>
<td>20-32-29</td>
</tr>
<tr>
<td>BSR number</td>
<td>GB79 BARC 2032 2643 5779 02</td>
</tr>
<tr>
<td>Swift code</td>
<td>BARCGB22</td>
</tr>
</tbody>
</table>

*Overseas payments only

Please ensure the below reference is quoted when making your payment. Failure to do so may result in payments being returned undelivered; no application will be processed without full payment.

Invoice number CRM01035278

Tip:
You must contact Wesleyan directly to set up the spread payment.

You will need to address any queries you have about the Wesleyan payment facility directly with Wesleyan.

To exit the application click **Back to Services**.

**Note.** You should allow up to 72 hours from your application being submitted before trying to view your invoice.

To view your invoice, whether you have paid via Credit or Debit Card or Bill Me, click **My Documents** then **Organisation**.

Select your organisation from the drop down list and click **Continue**. Next to **Document Type** select **Invoices**. Your invoice can now be selected by clicking **View** next to it.
5. How to contact us

Telephone
You can call our Contact Centre on 0370 606 2555 (inside the UK)
International callers +44 (0)121 329 6800

Opening hours
08.00 to 18.00; Monday, Wednesday, Thursday, Friday
09.30 to 18:00; Tuesday

Email
contactcentre@sra.org.uk

Post
Contact Centre
Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham, B1 1RN

DX 720293
BIRMINGHAM 47

Reasonable adjustments
Our reasonable adjustments policy is published on our website. If you have a
disability under the Equality Act (2010) you can make a request for a
reasonable adjustment. You can download a request form at Contact us and
return it to us using our postal address or you can contact us by phone.