



The Law Society

From the Chief Executive

To Presidents and Secretaries of Local Law Societies
Chairs of Groups, Sections and Divisions

20 January 2012

Dear Colleague

Online PC Renewal and PC Fee Payment

I last wrote to you on Friday 13 January with details of the latest up to date position.

The Society is aware of the very high levels of concern amongst members about the accessibility and usability of the online PC renewal system. We are aware that many firms and individuals have encountered some difficulties in either completing the activation of registration of "mySRA" and the renewal process itself.

In my last note I made reference to the availability of certain information guides, and since then the opening hours of the SRA's helpline (0870 606 2555) have been extended. The helpline team at the SRA is now operating the following hours: Monday 08.30-17.00, Tuesday/Wednesday/Thursday 08.30-19.00, Friday 08.30-17.00, and Saturday 09.00-14.00.

In addition, we have recently provided training for members of the Law Society's Regional Management team so that those individuals can offer some assistance and guidance to local members and firms in completing the online renewal process. I am attaching to this letter the contact details of our individual Regional Managers. Firms may wish to consider if they encounter further difficulties contacting their Regional Manager for support and guidance. They will seek to support and assist individual members and firms in whatever way they can to complete the online renewal process, this may mean a referral back to the SRA but we are currently formalising an escalation process for this.

The Society very much regrets the inconvenience and difficulties that some members and firms have encountered in this online renewal process. Whilst the long term benefits of online renewal and fee payment will be considerable, the current experience has been problematic and frustrating. The SRA do intend early this year to undertake a lessons learnt exercise. The Society will encourage members and firms to participate fully in that review and will work hard to share the information it has already gleaned of problems and difficulties experienced by members with colleagues at the SRA.

If we can provide any further assistance or information to any local law society or group, please do not hesitate to contact us.

Yours sincerely

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Chief Executive

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