

## From the Chief Executive

Presidents Local Law Societies  
Chairs Recognised Groups and Sections



The Law Society

13 January 2012

Dear Colleague

### Online PC Fee Renewal and PC Fee Collection

I am writing to update you on the latest position concerning online PC fee renewal and PC fee collection.

First I attach a timetable taken from the SRA website.

As you will note SRA's renewal process is now underway for all firms and individuals, and all solicitors should by now have activated their mySRA account.

Firms and individuals in the "A-D" category have until Monday 13 February to complete the renewal process, whereas other firms (for whom the process started later) have until 21 February. Further details are on the SRA's website at [www.sra.org.uk](http://www.sra.org.uk).

It would be sensible to check regularly the website for updates and changes and we have suggested to colleagues at the SRA changes and improvements that might be made.

We are very well aware that many firms report continued problems with the registration process. In some cases this may have been because of misunderstandings about the rather complex registration procedure, but in others it has reflected continuing technical glitches. It may be helpful to remind members of the following link which is to the renewals guidance video previously prepared. This does not contain a complete step by step guide to completion of the application but more than enough to explain about the contacts that need to be set up and how to access/complete the main parts of the form.

<http://www.sra.org.uk/mysra/services/video-mysra-renew.page>

Following discussions held on Friday morning with the SRA team I can also confirm the following extended opening times for SRA's contact centre from Monday 16 January :

Monday and Friday 8.30 – 17.00  
Tuesday, Wednesday, Thursday 8.30 – 19.00  
Saturday (from 21/01) 9.00 – 14.00

Members calling the SRA contact centre should be reminded that two centres are operating - one to deal with questions regarding activation of "mySRA" registration and one dealing with all other types of enquiries.

We recognise that, for many of those affected, the problems have been exacerbated by the difficulties in getting through to SRA's contact centre, which has understandably been subject to very heavy demand particularly it would seem in the last week. SRA have enlisted additional

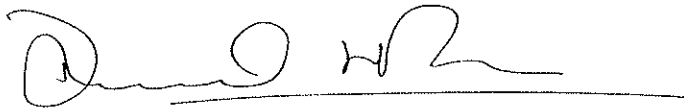
resource for the contact centre in an effort to mitigate the problems, and they are increasing its opening hours from next week as detailed above.

We are continuing to impress on SRA the importance of providing the best possible information about the current status of the renewal exercise on their website, particularly given the difficulties practitioners face with reaching the contact centre. The latest update appeared on SRA's website today.

I am very sorry for the difficulties which the problems with this year's renewal process have caused to our members. I know a number of practitioners have spent many hours on the process. I hope it is of some reassurance that we do still expect substantial benefits from online registration – both in providing what will be a much more streamlined system for the profession in future, and in reducing processing costs at SRA, which will help us to contain the level of practising fees.

If there is any more information or assistance the Law Society can provide, please do not hesitate to contact me. In any event I plan to update you in the next few days on additional steps the Society will be taking to assist members in completing renewal. We will be monitoring events closely and consulting with colleagues at the SRA. If, for example there were to be further problems with the process of renewal we will be raising the need to extend current deadlines but members would be best advised to use all reasonable endeavours to complete registration and payment expeditiously.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Desmond Hudson', written over a horizontal line.

Desmond Hudson  
Chief Executive

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