



Claiming back money for general client losses

If you need this guidance in a language other than English or in alternative formats, please [contact us](https://upgrade.sra.org.uk/contact-us) [https://upgrade.sra.org.uk/contact-us] and we will provide it for you. If you need extra help with making a claim we will work with someone who has your permission to represent you, such as a new solicitor or legal advisor, or a member of [Citizens Advice](http://www.citizensadvice.org.uk/) [http://www.citizensadvice.org.uk/] or other support agency.

This page contains guidance on how to claim back money owed from general [client](https://upgrade.sra.org.uk/consumers/using-solicitor/legal-jargon-explained#client) [https://upgrade.sra.org.uk/consumers/using-solicitor/legal-jargon-explained#client] losses.

Before you start to make a claim, please read our [general guidance on the claims process](https://upgrade.sra.org.uk/consumers/problems/claim-papers/) [https://upgrade.sra.org.uk/consumers/problems/claim-papers/].

You may also find this other guidance useful:

- Eligibility and [claiming back money relating to conveyancing transactions](https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/) [https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/], such as
 - a [mortgage that a solicitor has not paid off](https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/#unpaid-mortgage) [https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/#unpaid-mortgage] where they have been given funds to do so
 - [unpaid stamp duty, land tax or land registry fees](https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/#stamp-duty-tax-registry) [https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/#stamp-duty-tax-registry], and
 - [lost mortgage advances](https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/#mortgage-advance) [https://upgrade.sra.org.uk/consumers/problems/claim-papers/conveyancing-mortgage-claims/#mortgage-advance]
- [claiming back money relating to estates of the deceased, or trust funds](https://upgrade.sra.org.uk/consumers/problems/claim-papers/will-estate-trust-claims/) [https://upgrade.sra.org.uk/consumers/problems/claim-papers/will-estate-trust-claims/].

Claiming general client money or other losses

If your claim relates to a loss that is not covered by any of the other topics in this section, the list below is a general guide to what you will need to provide as supporting [evidence](https://upgrade.sra.org.uk/consumers/using-solicitor/legal-jargon-explained#evidence) [https://upgrade.sra.org.uk/consumers/using-solicitor/legal-jargon-explained#evidence] for your claim.

What we need from you



To prove the amount you claim was paid to your legal adviser, we will need

- bank statements showing the payment of money to your legal adviser
- receipts issued by the legal adviser
- copies of any cheques paid to the legal adviser (you can get these from the bank)
- copies of bills the legal adviser may have sent to you, or details of fees agreed with the legal adviser, and
- copies of any ledger sheets—if we have closed the firm, you can obtain these from the agent we asked to close the [firm](https://upgrade.sra.org.uk/consumers/using-solicitor/legal-jargon-explained#firm) [\[https://upgrade.sra.org.uk/consumers/using-solicitor/legal-jargon-explained#firm\]](https://upgrade.sra.org.uk/consumers/using-solicitor/legal-jargon-explained#firm): if the agent does not have them, [contact us](https://upgrade.sra.org.uk/contact-us) [\[https://upgrade.sra.org.uk/contact-us\]](https://upgrade.sra.org.uk/contact-us), as it is possible we are storing them.

We also need details of

- why you sent the money to the legal adviser,
- any money the legal adviser paid out, and
- any other matters the legal adviser was dealing with.