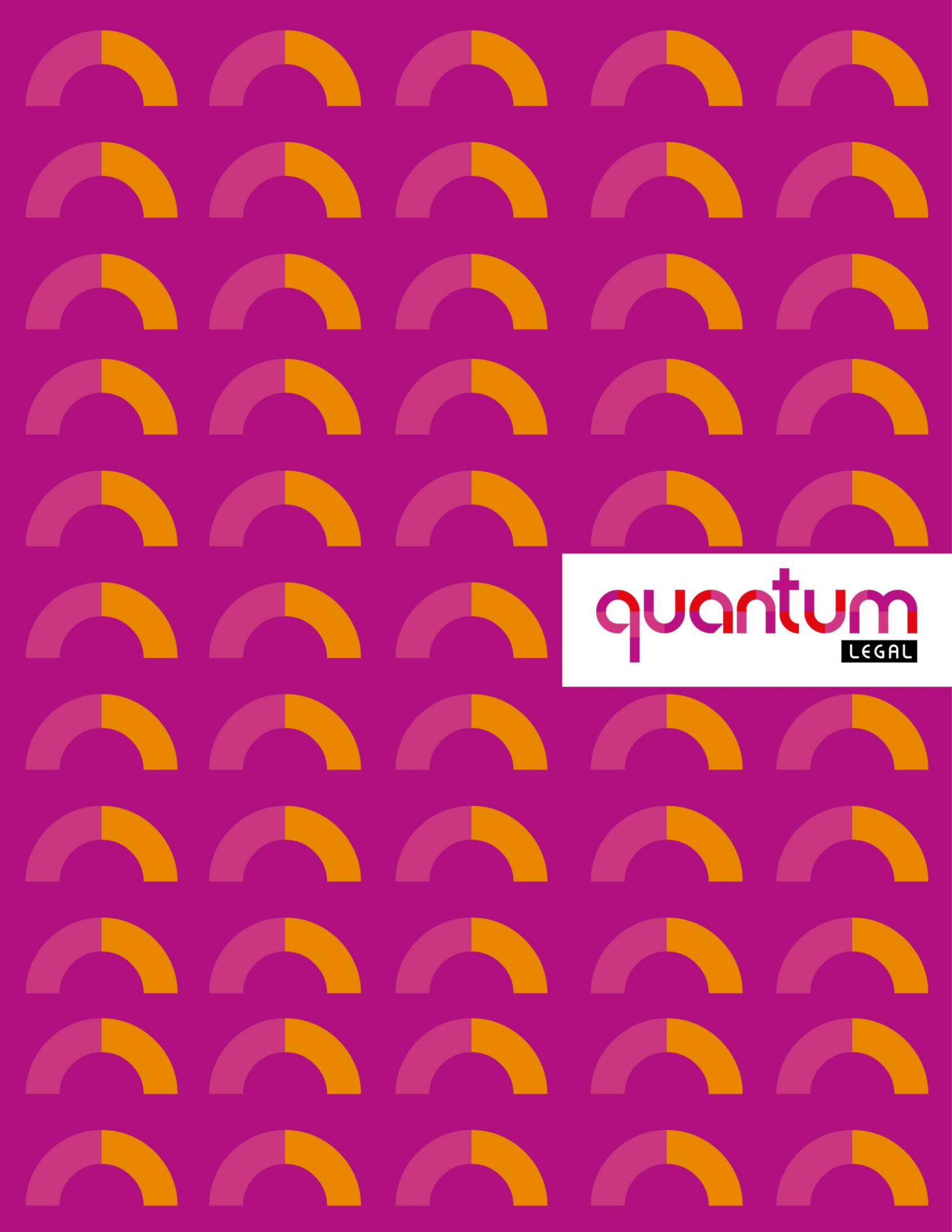




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POL-014: Civil Matter Billing Principles Policy

Effective Date: 2026.05.01



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Purpose

This policy establishes uniform billing principles for all civil matters to ensure transparency, consistency, fiscal accountability, and alignment with client expectations and firm governance standards.

Scope

This policy applies to all attorneys, paralegals, and staff involved in time recording, billing, invoicing, and financial oversight of civil matters, whether billed on an hourly, capped, or alternative fee arrangement basis.

Core Billing Principles

Accuracy and Integrity

All time entries and disbursements must accurately reflect the work performed, the actual time expended, and the true nature of the task undertaken. Entries must not be estimated, duplicated, or reconstructed without contemporaneous records.

Timeliness of Time Recording

Time must be recorded contemporaneously and no later than the close of the next business day following the work performed. Delayed entries are discouraged and subject to review and potential adjustment.

Task-Based Billing

Work must be recorded using clear, discrete, and task-based descriptions. Each entry should reflect a single activity and avoid block billing or vague narrative descriptions.

Reasonableness and Proportionality

Fees charged must be reasonable and proportionate to the complexity, value, and risk profile of the matter. Activities should reflect appropriate staffing levels, avoiding unnecessary duplication or over-lawyering.

Rate Application

Approved billing rates must be applied consistently and in accordance with engagement terms. Any deviation from approved rates requires prior written authorization.

Disbursements and Expenses

Only reasonable, necessary, and properly documented disbursements may be billed. Personal, administrative overhead, or non-recoverable expenses must not be charged to the client.

Compliance With Engagement Terms

All billing must strictly adhere to the agreed engagement letter, fee arrangement, billing guidelines, and any client-specific billing protocols.



Review and Quality Control

All civil matter invoices are subject to supervisory review prior to submission. Supervisors are responsible for ensuring compliance with this policy and correcting deficiencies before billing.

Transparency and Audit Readiness

Billing records must be maintained in a manner that supports internal audits, client review, and regulatory scrutiny. Supporting documentation must be available upon request.

Ethical and Professional Standards

Billing practices must comply with professional conduct rules, ethical obligations, and applicable laws governing legal fees and client billing.

Governance and Enforcement

Non-compliance with this policy may result in invoice adjustments, write-downs, remedial training, or disciplinary action in accordance with firm governance frameworks.

Review Cycle

This policy will be reviewed periodically to ensure alignment with operational realities, client expectations, and regulatory developments.

Breach of Policy

Failure to comply with this policy may result in corrective action in accordance with firm procedures, up to and including disciplinary measures.

Effective Date

This Policy takes effect on the date of formal approval and remains in force until amended or revoked.

Review and Updates

This policy will be reviewed periodically to ensure it remains aligned with operational needs, regulatory requirements, and best practices in client care.

Employee Acknowledgement and Confirmation

I, _____, acknowledge that I have received, read, and understood the contents of the **Civil Matter Billing Principles Policy**.

I confirm that:

- I understand my obligations under this Policy and the standards expected of me;
- I agree to comply with the requirements set out herein and any related procedures, guidelines, or standard operating documents;
- I understand that failure to comply with this Policy may result in corrective or disciplinary action in accordance with organisational policies;
- I undertake to seek clarification where any aspect of the Policy is unclear.

I further acknowledge that this signed confirmation forms part of my official HR and compliance record in accordance with organisational requirements.

Employee Name: _____

Signature: _____

Date: _____

Position: _____