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Quantum Legal

POL-020: Matter Closure & Write-Off Policy

Effective Date: 2026.05.01

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Purpose

This policy establishes the mandatory framework for formally closing legal matters and approving any related write-offs to ensure accurate financial reporting, compliance, risk management, and client accountability.

Scope

This policy applies to all legal matters handled by the firm, including litigation, transactional, advisory, pro bono, and legacy files, regardless of billing status or outcome.

Policy Statement

All matters must be formally reviewed, documented, and approved prior to closure. No matter may be deemed closed in practice management, accounting, or records systems unless it satisfies the closure requirements set out in this policy. Write-offs are not automatic upon closure and require separate financial justification and approval.

Matter Closure Criteria

A matter may be eligible for closure only when all substantive legal work has concluded, no further court dates or contractual obligations remain, all client instructions relevant to the matter have been completed or formally withdrawn, and the client has been notified of the conclusion of services.

Mandatory Closure Review

Prior to closure, the responsible attorney must complete a closure review confirming final status of the matter, outcome achieved, remaining risks, limitation or prescription considerations, and any post-closure actions required. This review must be recorded on the matter file.

Financial Reconciliation

All time entries, disbursements, trust movements, and invoices must be reviewed and finalized before a matter can be closed. No unbilled or partially billed work may remain unless expressly approved as part of a write-off decision.

Client Communication

Clients must receive formal written confirmation that the matter is concluded, including a summary of outcome, any outstanding obligations, and final billing position. Proof of client notification must be retained on file.

File Completion and Records Management

All material correspondence, pleadings, agreements, and internal notes must be uploaded to the matter file. Physical and electronic records must be indexed in accordance with the Records Management Policy prior to closure.

Write-Off Definition

A write-off refers to any portion of billed or billable time, disbursements, or fees that the firm determines is no longer recoverable or commercially appropriate to pursue.

Write-Off Approval Thresholds

All write-offs require documented justification and approval in accordance with delegated financial authority levels. Attorneys may recommend write-offs but may not approve them unless specifically authorized.

Write-Off Justification Requirements

Write-off requests must clearly state the amount, nature of fees or costs being written off, reason for write-off, client communication undertaken, and any lessons learned for future matters.

Separation of Closure and Write-Off Decisions

Closure of a matter does not itself authorize a write-off. Matters may be closed with outstanding balances subject to further recovery action unless a formal write-off approval is granted.

System Closure Controls

Only designated administrative or finance personnel may mark a matter as closed in practice management and accounting systems once all policy requirements are met.

Monitoring and Oversight

Matter closures and write-offs are subject to periodic audit to identify trends, compliance gaps, and systemic issues.

Mandatory Matter Closure Checklist

The following checklist must be completed and evidenced on every matter file prior to closure:

1. Confirmation that all legal work and client instructions have been completed or formally terminated
2. Verification that no further court dates, filing deadlines, or contractual obligations remain
3. Completion of the mandatory closure review by the responsible attorney
4. Final review and posting of all time entries and disbursements
5. Reconciliation of trust balances and confirmation of zero or properly transferred funds
6. Issuance and review of all final invoices, or documentation of approved billing exceptions
7. Determination of whether any unbilled or billed amounts require write-off consideration
8. Approval documentation for any write-offs, where applicable
9. Formal written closure communication sent to the client, including outcome and billing position
10. Confirmation that all correspondence, pleadings, agreements, and notes are uploaded and complete
11. Management or Finance clearance to close the matter in practice management and accounting systems

Completion of this checklist is mandatory and must be retained on the matter file as auditable evidence of compliant closure.

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 **Matter Closure and Write- Off 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: ____