

# Conduct Hotline Terms 2021

<b>Hotline address</b>	<a href="mailto:conducthotline@simmons-simmons.com">conducthotline@simmons-simmons.com</a>
<b>What is it?</b>	<ul style="list-style-type: none"> <li>● <b>Email hotline</b> enabling participating clients to raise queries concerning conduct risk issues including conduct rule breach queries, assessment of fitness and propriety, regulatory reference and reporting issues with a <b>dedicated team of lawyers in our market leading employment and regulatory teams</b></li> <li>● Intended to allow you to <b>sense check your approach</b> on a case by case basis</li> </ul>
<b>What do you need to know?</b>	<ul style="list-style-type: none"> <li>● Clients can raise queries on up to <b>10 cases per month</b></li> <li>● The hotline service covers up to <b>2 hours of advice per case</b>, allowing you to test your concerns about a particular matter</li> <li>● If a matter is or moves out of scope of the hotline we will let you know</li> <li>● All hotline matters will be <b>confidential</b> but we will distil and <b>share (anonymised) key learnings, common issues and best practice</b> with you where appropriate</li> <li>● A fee applies for use of the Hotline – please speak to your Simmons contact</li> </ul>
<b>How do you access the hotline?</b>	<ul style="list-style-type: none"> <li>● Queries to be sent by <b>email</b> to <a href="mailto:conducthotline@simmons-simmons.com">conducthotline@simmons-simmons.com</a></li> <li>● Please provide a <b>brief summary of the background</b> in your email (NB – the hotline service does <i>not</i> extend to extensive document review)</li> <li>● Don't worry if the background is complex – <b>drop us a line and we will call to discuss</b></li> <li>● We will provide a view as soon as practicable and wherever possible within 1 working day</li> </ul>

For additional information on our firm, please visit our website at [simmons-simmons.com](https://www.simmons-simmons.com).

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