

GENERAL INFORMATION FOR CLIENTS

1. Our office hours are from Monday to Thursday 08h00 – 16h30 and on Friday from 08h00 – 15h00.
2. Our attorneys are often in court or in consultation during the mornings and it is thus best to try and contact them telephonically in the afternoons. Whilst our attorneys may provide you with their cell phone numbers, it would be appreciated if you could refrain from calling them on their cell phones unless they are not available in the office or in cases of emergency.
3. Please do not communicate with us via WhatsApp message as it is very difficult for our offices to keep track of these messages. Please limit communication to emails and telephone calls. You are of course always welcome to make an appointment with the person that you would like to see for a one-on-one consultation.
4. As attorneys are not always office bound, emails may not come to their attention immediately. If an urgent email has been sent to an attorney, kindly contact our offices in order that she may inform the relevant attorney that the matter is urgent.
5. Please do not assume that technology always works. If you do not receive a response to your email it may be that the email was never received. If you do not receive a response please telephone our offices.
6. If your contact information changes, please telephone our offices and inform us accordingly so that we can change your information on our system. We need to be able to reach you at all time.
7. Should you have any queries regarding your account please send an email to accounts@burnett-law.co.za or contact our offices to speak to our account manager. In some instances we are amenable to entering into an arrangement for paying off your account in installments. This can be arranged with our accounts department.

Pretoria

Unit 7, 3rd Floor, 476 Kings Highway,
Lynnwood,
Pretoria

Cape Town

Spaces,
50 Long Street,
Cape Town

Johannesburg Service Address

Office 104, Sherwood House Greenacres Offices park,
Cnr Victory & Rustenburg Road,
Victory Park, JHB.

8. Payments into our account must reflect your full name or your unique MCB & Associates Account number. If a payment does not bear the correct reference it will not be able to be allocated to your account. In cases where a third party is paying for your account, please advise them to use the correct reference.
9. Payment of all invoices for work that has been done can be made into our business account, the details of which appear hereunder.
10. In the event that you pay upfront for our services or pay a deposit for fees and disbursements to be due, please make payment into our trust account, the details of which appear hereunder.

BUSINESS BANKING DETAILS

Account holder:- Burnett Attorneys and Notaries
Bank:- First National Bank
Account Number:-62832079752

TRUST BANKING DETAILS

Account holder:- Burnett Attorneys & Notaries
First National bank
Account number:- 62832080626

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