

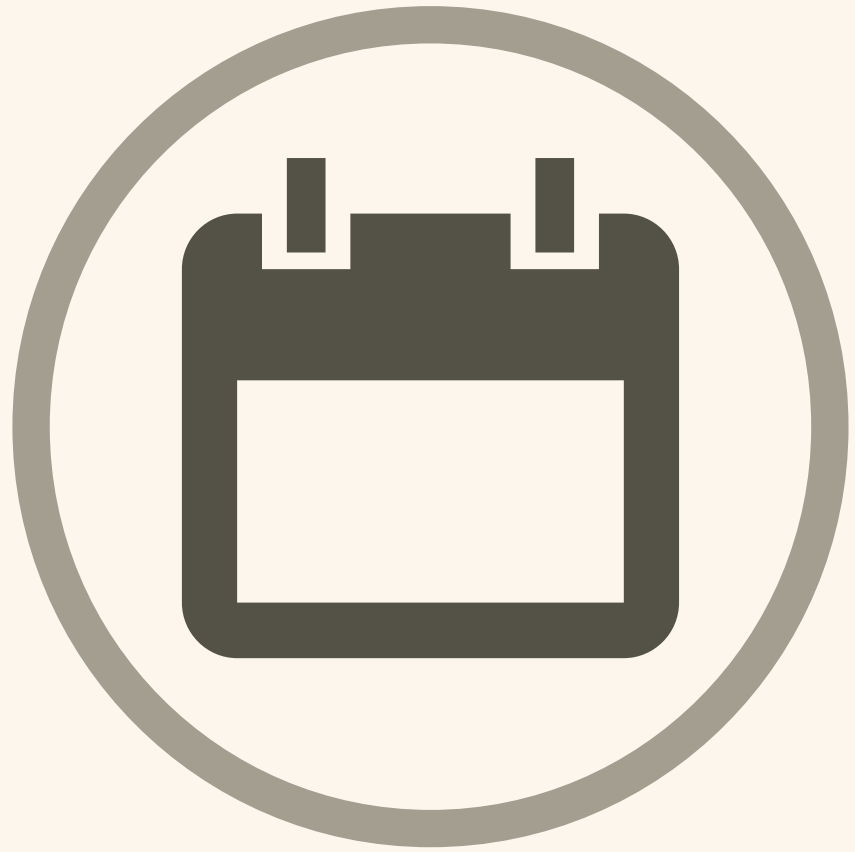


LEGAL CALL TRENDS 2014

Endorsed by the Law Society, Money Penny answers telephone calls for more than 900 law firms of all sizes.

The legal sector accounts for the largest share of Money Penny's overall call volume with numbers rising fast.

As we move into the second half of 2014, here are a few facts and figures looking back on legal call activity during Q1 and Q2 of a very busy year so far.



MONDAY

The busiest day of the week



10AM-11AM

the busiest hour of day



1PM-2PM

the second busiest hour of day



Some of our clients close for lunch so we take all their calls over that period

TUESDAY 27TH MAY *

the busiest day of the year so far

*The day after a Bank Holiday always sees a spike in calls to Money Penny

YOU'RE GETTING BUSIER



15%

of calls related to new business enquiries



13%

The amount call volume increased in Q2 compared to Q1

25%

Typical saving compared to a traditional switchboard

£££

£65,000

The annual saving for a top law firm

20%

of legal clients take advantage of Money Penny's 24/7 cover



OVER 6500 UK BUSINESSES ENTRUST US TO LOOK AFTER THEIR CALLS

money Penny

We look after telephone calls. That's all we do. We do it superbly.

We are their frontline and collectively answer 8.2 million calls a year on their behalf, so we know a thing or two about providing impeccable service. Our aim is to deliver a memorable first impression for all the right reasons every single time.

money Penny.co.uk

TALK TO US 0333 202 1005

