



Our 'Ask Teal' Service

Subscribe to our 'Ask Teal' service for advice and assistance from our experts, when you need it.

Teal
Compliance

Compliance specialist and CEO of Teal Compliance, Amy Bell, leads a team of expert consultants with over 100 years' combined experience, providing essential help to law firms and compliance officers, when they need it most.



I founded Teal in January 2018 and was determined to deliver practical solutions to the compliance issues that law firms face.

Investing time and money into compliance is important, as it ensures that your clients and your business are safe. When the services you provide are protected from risk, you're able to deliver them at the highest standards.

The team at Teal are experts, and are passionate about their specific areas of compliance. Many of us previously had compliance roles in law firms for a number of years. This gives us a unique insight, as we know exactly what you're looking for, and what you need.

At Teal, we believe in:

- Being honest with our clients - we'll never recommend a solution which doesn't fit with a firm's risk profile.
- Giving our clients practical help - we'll implement our solutions quickly and apply our guidance immediately.
- Sharing what we have - we share our knowledge and experience and provide valuable support to our clients when they need it.

This guide helps you understand a little more about our 'Ask Teal' service, which provides law firms and compliance officers with essential advice and guidance, when they need it. If you'd like to know more, simply get in touch.

A handwritten signature of Amy Bell in black ink. The signature is stylized and cursive.

Amy Bell, CEO of Teal Compliance

Our Approach to Compliance

When we look at the root causes of compliance issues within a firm, it's rarely because of a lack of policies and procedures, it's not that straightforward. In fact, the recipe for success requires quite a few ingredients. Our "6 Cs of Compliance" methodology drives everything we do. So, whatever service you need from us, you can rest assured that it will be building towards a successful compliance programme.

Our 6-step method guides you through making a practical, compliance framework.

1. Clarity

Explaining what the law means and how to apply it law firms.

2. Capacity

Taking the firm through the options for resourcing an effective compliance function.

3. Communication

No-one likes reading policies or coming to compliance training. Readable and practical policies and procedures are needed to ensure staff know what the requirements are so they can understand why it's relevant and important.

4. Commitment

Buy-in from staff is so important and without it, compliance is very difficult. The mindset of staff needs to change by making it real, so it isn't just a 'tick box' process, but a meaningful and necessary endeavor.

5. Consistency

Firms need to know their compliance works, and by introducing a control framework, compliance officers will know where processes are being followed and, more importantly, where they're not.

And, most importantly...

6. Culture

Underpinning all of these is a compliance culture, with clear leadership, as well as an incentivisation programme to maintain momentum and protect the firm.





Need Help? Ask Teal

When a compliance issue occurs, you need to find the right solution, quickly. As many of Teal's experts have previously worked in law firms, we know how helpful it can be to talk to an expert that understands.

In some cases, you just want a second opinion. Other times, it's something you've never come across before and simply don't know where to start. These situations can often cause concern and, sometimes, even stress.

Having experts on hand, to discuss those issues and find a solution can be invaluable. It not only gives you peace of mind, but also saves time. We understand this, which is why we've introduced our 'Ask Teal' solution.



What help is provided through the 'Ask Teal' service?

Our compliance specialists at Teal have a wide range of legal experience and are on hand to guide you through your queries. Here are some of the ways we've helped our clients already.

Anti-Money Laundering

- Discussing suspicious activity and red flags
- Guiding firms on reporting obligations and seeking consent
- Tipping off and what you can and can't say
- Reviewing CDD documentation and evidence of source of funds and source of wealth

Standard and Regulations

- Discussing potential conflict situations
- How to deal with a complaint
- Potential breaches of the Code

GDPR/Data Protection

- Handling a data breach
- Data retention in practice

How does the 'Ask Teal' service work?

Our 'Ask Teal' subscription service provides firms with a Helpline, where Teal's experts are on hand to guide you through any compliance queries. When you have a query, you simply email our dedicated 'Ask Teal' service desk and one of our experts will be in touch.

The service is available as an annual subscription which provides up to 15 hours' worth of Helpline support a year, with each query lasting up to one hour. If a particular query is likely to take more than one hour, we'll let you know and provide you with an estimate of costs.

Subscriptions are available on an annual basis, however, you can use the 'Ask Teal' service on an ad-hoc basis.

How do you subscribe to the 'Ask Teal' service?

Subscribing to the 'Ask Teal' service is quick and easy to do. Simply contact us and we'll create an account for you.

Once your account has been set up, you can send your queries to us, as and when you need assistance, and one of our compliance specialists will be on hand to help.

If you need the 'Ask Teal' service on an ad-hoc basis, simply contact us and we'll provide the assistance you need.

Our Clients' Feedback

We've received some fantastic feedback from our clients over the years. But don't just take our word for it. Here's what they have to say...



"We have been using Teal to support our compliance frameworks and every aspect of our experience with them has been fantastic. From the training to the audits and especially the 'Ask Teal' helpline, nothing is too much trouble and you get quick support from some of the industry's best compliance experts. Just having them there to support our continued growth takes a huge weight off my mind. Highly recommend to firms of all size and structure!"

Right Legal Group

"We have worked with Teal for several years. They have provided us with AML training and also helped us put together our firm-wide AML risk assessment and our updated AML policy, along with assisting us with various issues as and when they arose. We have always found them to be very helpful, friendly, responsive and knowledgeable, and are happy to recommend them."

Streathers Solicitors LLP

"We rely on Teal Compliance to provide responsive, practical compliance services to Constantine Law (we do not have an in-house compliance officer/function). I would encourage all solicitor firms without their own resource to engage with Teal: they know what they are doing and they provide peace of mind regarding day-to-day compliance matters as well as responses to unforeseen (tricky) compliance matters. They have become an indispensable partner to Constantine Law in our growth journey."

Constantine Law Limited

"We have had a relationship with Teal for a number of years and they have provided a valuable resource to our compliance team. Teal combine the delivery of a personal and friendly service with city level expertise."

Wilkin Chapman LLP

"We worked with Teal Compliance who undertook a legal compliance audit for us. We had no hesitation in instructing them to carry out the audit as it was clear that their knowledge in this area is extensive. They were very impressive from the moment of our first interaction with them, right through to receipt of their final report. In fact, we have been so impressed that we will be engaging with them again to undertake bespoke training for our staff. We would have no hesitation in recommending them."

Lester Aldridge LLP

Get in touch

If you'd like to talk to us about our 'Ask Teal' service, please get in touch.

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