

OUR STEPS TO AWESOME SERVICE AND SUCCESS!

1

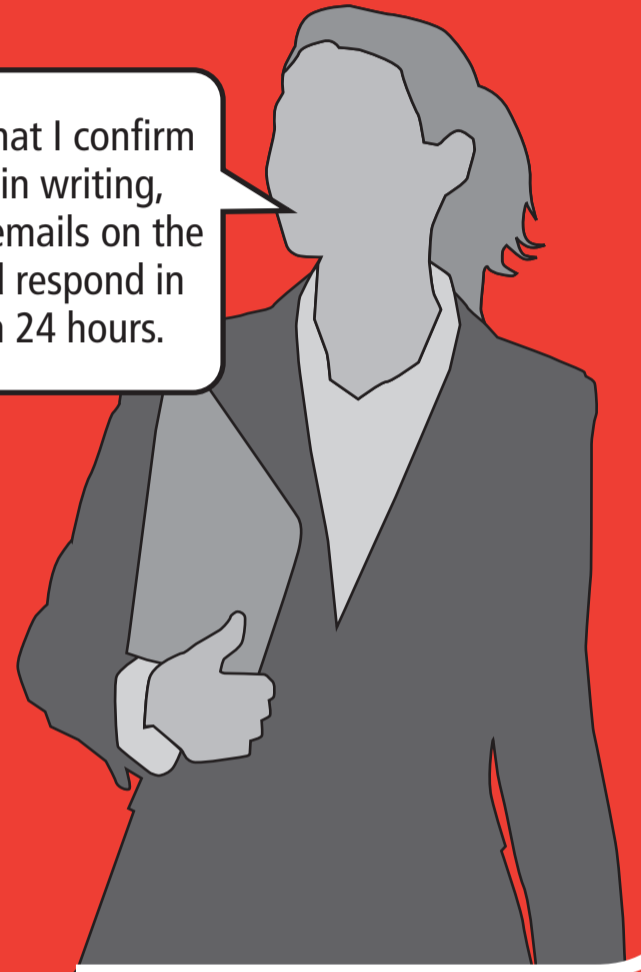
FEE AGREEMENT



I will ensure that each matter I work on has a fee agreement and has been allocated to me on LegalSuite.

EMAILS

2



I will ensure that I confirm instructions in writing, acknowledge emails on the same day and respond in detail within 24 hours.

Good, Clear, Precise Advice.

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PHONE CALLS



I will return telephone messages as soon as possible after I receive them, but always within 24 hours.

PROOF-READING

4



I will ensure that I proof-read my documents at least twice before sending them off to anyone else.

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PAPERLESS



I will ensure that every document related to a matter is available electronically in the correct matter folder.

DIARISING

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I will ensure that all important dates and matter milestones are diarised in Outlook and have an appropriate reminder.

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UPDATES



I will ensure that at any point in time, the last written correspondence to client or opponent in any matter, is not older than 14 days.

ORGANISED

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I will ensure that by Friday of each week, all correspondence in my matters, is filed in the proper electronic folders.

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TIME RECORDING



I will open LegalSuite first when I arrive, record time in any matter immediately and with a clear file note that justifies my fee.

DISBURSEMENTS

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I will record disbursements as they are incurred or capture them as soon as I receive an invoice.

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BILLING



I will ensure that I update clients on fees, bill regularly by the 22nd of each month and follow up on outstanding invoices.

HAVE FUN

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If I follow these steps, have fun and become the best attorney in my field, all the rewards will follow.

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