

# WHAT YOU CAN EXPECT FROM ADLG

---

WE ARE LOOKING FORWARD TO HELPING YOU THROUGH THE DIVORCE PROCESS AND HELPING YOU FIND YOUR HAPPILY EVER AFTER DIVORCE®. OUR GOAL IS TO MAKE THINGS AS EASY AS POSSIBLE FOR YOU. WE BELIEVE COMMUNICATION IS THE BEST WAY FOR US TO HAVE SUCCESS!

## CONFIDENTIALITY & HONESTY POLICY:

EVERYTHING YOU TELL US IS STRICTLY CONFIDENTIAL. WE WILL NOT SHARE YOUR INFORMATION WITH ANYONE UNLESS YOU GIVE US PERMISSION. WE WILL ALWAYS BE UPFRONT AND HONEST WITH YOU ABOUT YOUR CASE. FOR US TO PROPERLY REPRESENT YOU, WE DO ASK FOR FULL DISCLOSURE FROM YOU CONCERNING YOUR BACKGROUND.

## PHONE POLICY:

WE WILL RETURN ALL PHONE CALLS WITHIN THE NEXT BUSINESS DAY UNLESS IT FALLS UNDER OUR DEFINITION OF EMERGENCY. ALL CALLS AND SCHEDULING IS HANDLED BY OUR PARALEGAL.

## BILLING:

CLIENT ARE BILLED A MINIMUM OF TWICE A MONTH. ALL INVOICES WILL BE PROVIDED TO CLIENTS VIA EMAIL. IF A TRUST REPLENISHMENT OR OUTSTANDING BALANCE IS DUE, CLIENTS WILL BE NOTIFIED VIA EMAIL AND PROVIDED A PAYMENT LINK. INVOICES INCLUDE ATTORNEY FEES AND EXPENSES WHICH TYPICALLY CONSIST OF FILING FEES AND SERVICE FEES. INVOICES ARE PROVIDED WITH A DETAILED DESCRIPTION OF ALL

## ATTORNEY COMMUNICATION:

IN ORDER TO SERVE OUR CLIENTS, TO AVOID A LENGTHY GAME OF PHONE TAG, AND TO MAKE THE BEST USE OF YOUR TIME, ALL PHONE AND IN PERSON APPOINTMENTS WITH YOUR ATTORNEY SHOULD BE SCHEDULED AHEAD OF TIME THROUGH YOUR PARALEGAL. THIS ALLOWS YOUR ATTORNEY TO PREPARE FOR THE APPOINTMENT AND TO DEVOTE THEIR FULL ATTENTION TO YOU AND YOUR NEEDS.

## MISCELLANEOUS ITEMS TO NOTE:

- ◆ RETURNING REQUESTED MATERIALS TO US IN A TIMELY MANNER IS OF UTMOST IMPORTANCE TO KEEP YOUR CASE MOVING FORWARD.
- ◆ OUR LEGAL TEAM MEETS ONCE A WEEK TO DISCUSS CASE STRATEGY FOR EACH CLIENT'S MATTER. THIS IS BILLABLE TIME; HOWEVER, WE DO OUR BEST TO KEEP IT TO A MINIMUM.
- ◆ YOU WILL RECEIVE A CASE STATUS UPDATE EVERY 40-60 DAYS IN ADDITION TO REGULAR COMMUNICATION FROM OUR OFFICE.
- ◆ IF YOU DO NOT FEEL YOU KNOW THE STATUS OF YOUR CASE OR YOU HAVE ANY QUESTIONS, PLEASE CALL US. WE ARE HERE TO SERVE YOU!

