



## **What You Can Expect From Us**

Welcome and thank you for hiring the Atlanta Divorce Law Group! We look forward to helping you through this process and it is our goal to make things as easy and efficient as possible. Listed here are some ways to help us communicate more effectively. Please take a few moments to digest this information as it will help you better understand what is happening throughout the duration of your case.

### **CONFIDENTIALITY & HONESTY POLICY:**

Everything you tell us is **strictly confidential**. We will not share your information with anyone unless you give us permission. For us to effectively represent you, we insist that you give us **full disclosure** on details relevant to your case and your background.

### **FEES VS. SECURITY DEPOSIT:**

- Remember that the initial retainer is a security deposit that will remain untouched in your trust account until your case is finalized. Please refer to your Legal agreement for the specific amount. We will apply your final bill to the security deposit and return to you whatever is left at the close of your case.
- We will generate invoices and bill your card every other Friday with the work we have done on your case for the previous 2-week period. Invoices will contain a detailed description on all work that was completed. Feel free to contact our office at any time with questions or concerns you may have.
- There will be some weeks when your case will require more of our time (for filing deadlines, initiating case documents, etc.), and there will be other weeks that your case will be in a pattern of waiting and your bill will be significantly less.
- In addition to attorney's fees, there may be other expenses incurred such as courthouse filing fees, mailing costs, witness costs, or expert costs. These will be described in your invoice.
- To keep your legal bill lower, please keep in mind that while we care about you and your case very much, attorneys and staff bill by the hour. Therefore, we recommend having your list of questions written down ahead of time and speaking with the legal assistant and paralegal first as they will most often be able to assist you at a lower billable rate than attorneys.

### **TIMEFRAME OF A FAMILY LAW CASE:**

Depending on the nature of your case, it can take several months or much longer from start to finish. The time spent on your case is determined by the schedule of the court, schedule of the opposing party as well as the demands of your case. Sometimes we will spend several hours a week on your case. Other times, weeks may go by while we are in a holding pattern as we wait for court dates to be assigned, judges to get back to us, etc.

### **PHONE POLICY:**

Our office is open from 8am-5pm Monday through Friday. If you are unable to reach the intended party when you call, we will return all phone calls within the next business day unless it falls under our definition of emergency. It's always best to call and **schedule** a phone appointment if you need to speak to an attorney or senior paralegal so that they can be fully prepared for your conversation.

### **EMERGENCY DEFINITION:**

An emergency is a situation that requires immediate attention by our staff. The following are the few situations that our office considers an emergency.

- 1.) Client has a hearing today or tomorrow, and he/she cannot attend it.
- 2.) Client's spouse/ex-spouse is physically taking child(ren) away, breaching the bounds of the custodial agreement set forth.
- 3.) Police are present: at the marital property, at school, or someone is being arrested.
- 4.) Locks get changed on joint property, and client no longer has access.
- 5.) Utilities get shut off.
- 6.) Unscheduled DFCS visit

We take ALL matters very seriously, but some things cannot be addressed immediately. The best way to get time with an attorney is to schedule a phone call. We don't recommend dropping by the office, as often our attorneys are in court, mediation, and hearings.

### **IN SUMMARY:**

When you have questions, please contact your legal assistant via phone or email.

Our mission is simple: Reduce stress throughout the process by protecting and guiding you with the goal of securing a happy future for you and your family. Through our Happily Ever After Divorce® philosophy, we will reach our mission... one happy client at a time.