



CLIENT CHECKLIST FOR BILLING, FEES & COLLECTIONS

I agree that I fully understand the Law Office Policies and Procedures in regard to fees, billing and payment due.

_____ My invoices can be emailed to:

_____ Mailed via US Mail to:

_____ I understand that the retainer amount given today is for a security deposit only. I will receive my invoices bi-weekly and that these invoices must be paid within 5 business days to keep my account current.

_____ I have signed a Sub of Attorney agreement in the event that my account is not kept current, (not kept current = balances not paid, past 30 days). The Law Offices of M. Jude Egan will then file this notice with the court to substitute out of my case should I not pay my invoices on time and my account becomes past due. The balance due to M. Jude Egan will then be taken from my deposit, the difference will be returned to me via the information I provided above, or immediately sent to collections should the amount due exceed my deposit.

_____ I understand that I have 15 days from the date on invoice to dispute any charges or fees.

_____ I understand that filing fees and costs are separate from legal services and the Firm will be requesting a credit card authorization to allow my card to be billed directly. The office will always tell me if a charge on my card will exceed \$25.

I understand when I email, text, call or meet with the attorney or the law office staff that I am being billed for the time in 12-minute increments (.2). To clarify, I understand that the office bills a minimum of .2 on each task. If the task takes 13 minutes, it is billed at .3.

I understand that my attorney and his staff will do their best to respond to my inquiries and questions in a timely matter, however email and phone message responses can take up to 72 business hours due to emergency cases and situations that might arise.

I understand that the Attorney is only available after hours and on weekends for emergency services. (Emergency Services = someone has died or is in jail.) All other emergencies need to be dealt with by calling 911 or the local police department (child endangerment, opposing party not cooperating, domestic issues, etc.)

I understand that if I want to enter into a payment plan, the plan must be short, I must put a percentage down and I must provide a credit card and backup card via LawPay that will be automatically deducted each billing cycle without additional notice.

I understand that I should only text or call Jude (or one of the other staff members) on their personal cell phones if there is an emergency. Otherwise, all communication should go through the office line or email. Jude tends to be really nice and want people to always be able to get ahold of him at any time day or night, but this is making it difficult for him and he is getting 4 hours of sleep now at least 3 nights per week and he is getting too old to do that anymore.

I understand that the Firm is working to provide access to files electronically.

_____ I understand that I should call to make an appointment rather than “dropping by” the office.

_____ I understand that the Firm is closed on Federal and Court holidays and it’s highly unlikely that I will get a return call or an email on a holiday.