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CLIENT GUIDELINES

This document sets forth the standard terms of our engagement with clients and will be an integral part of our agreement with you once you sign a client engagement letter. We ask that you review these terms carefully, ask us any questions that you may have, and retain this document in your file.

The Scope of Our Work:

We will at all times act on your behalf to the best of our ability. Any expressions on our part concerning the outcome of your legal matters are expressions of our best professional judgment **but are not guarantees**. Such opinions are necessarily limited by our knowledge of the facts and based on the state of the law at the time they are expressed.

Who Will Provide the Legal Services:

Attorneys of the firm will work on your case and may consult other attorneys with special expertise in a given area or for the purpose of providing services on the most efficient & timely basis. This will not affect any fee arrangement that you have with our firm.

Confidentiality: Our communications with you are confidential.

- a) We never discuss clients, client files or any details with anyone other than firm personnel directly concerned
- b) We avoid the use of names of clients in conversations with other clients, friends or relatives
- c) When we see you in a public setting, we will not approach unless you acknowledge our presence
- d) We ensure that disclosures of information are made only to persons entitled to that information
- e) We ensure that conversations relating to clients are not conducted in the reception area or other public areas

How to Contact Us:

We have an email address dedicated solely to our clients. We try to provide monthly status updates and regularly schedule cases for monthly case status call. The best way for you to contact us is to email us at info@betnergraylaw.com. Otherwise, you may call 609-479-1227 between 9:00am and 3:00pm EST.

- All consultations, meetings, and telephone communication with the attorney is **by appointment only**
- Appointments must be scheduled at least 24 hours in advance EXCEPT in an emergency.
- Clients may email or call for routine information during normal business hours.
- We will strive to respond to all requests within 24 hours

EMERGENCY means an issue must be addressed immediately or you (or a loved one) will suffer loss of liberty, limb, or life. If a situation is best handled by the authorities, please call 911. If a situation occurs after hours that we will not be able to handle until the next work day, it is not an emergency. Emergencies are extremely rare.

Treatment of Staff and Opposing Parties:

We treat clients, staff and court staff with the utmost dignity and respect and strive to do the same with opposing parties and counsel. We hold ourselves to high ethical and professional standards and will not take unprofessional

actions on your behalf. Similarly, we do not condone poor treatment of our staff by clients, or other unprofessional conduct from clients. Such actions may adversely affect our ability to obtain the best outcome in the client's case.

Mutual Understanding :

Client and the Firm agree to the following terms indicated in the Client Engagement Letter signed by the parties.

1. Client and Firm will respond to requests for information promptly
2. Client and Firm will deal truthfully in all communications with the other party
3. Client and Firm will keep the other party informed of new developments in the case
4. Firm will issue bills/statement regularly and client will pay all bills promptly
5. Firm has the option to suspend work or withdraw from representation should client breach any of the commitments above
6. Once the law firm provides services to the client, the fees are non-refundable Non-Paying Clients
7. Firm will suspend non-essential work once a client account falls more than 30 days past due
8. Firm is permitted to withdraw from the case entirely if client's account falls more than 60 days past due

How Fees Are Set:

In determining the amount to be charged for the legal services we provide to you we may consider:

- Time and effort required, novelty and complexity of issues, skill required to perform legal services promptly
- The fees customarily charged in the community for similar services and the value of the services to you
- The amount of money or value of property involved, and the results obtained
- The time constraints imposed by you as our client and other circumstances, such as emergency filings, the need for injunctive relief from court, or substantial disruption of other office business
- The nature and longevity of our professional relationship with you

We will keep accurate records of the time we devote to your work, including conferences (both in person and over the telephone), negotiations, factual and legal research and analysis, document preparation and revision, travel on your behalf, and other related matters.

Out-of-Pocket Expenses:

We typically incur and pay on behalf of our clients a variety of out-of-pocket costs arising in connection with legal services. These include charges by government agencies and service vendors. Typical of such costs are process server fees, court copy costs; court filing fees; deposition and transcript costs; courier and express delivery charges; witness fees; travel expenses; charges by outside experts and consultants, including accountants and appraisers.

Retainer and Trust Deposits:

New clients of the firm are commonly asked to deposit a retainer with the firm. Typically, the retainer is equal to the fees and costs likely to be incurred during a two-month period. The retainer deposit is charged for fees as our legal services are provided. If your retainer balance proves insufficient to cover current expenses and fees on at least a two-month basis, you will have to replenish the retainer.

By court rule, trust deposits received from you, including retainers, will be placed in a trust account for your benefit.

Termination:

You may terminate our representation with or without cause, by notifying us of your wish to discontinue services.

Referrals from Our Clients:

Our practice is built mainly on referrals. If you refer your friend, family or loved ones to us, we promise to take care of them and **YES, we do have a special package for your family and friends!** We prefer referrals from our clients and colleagues because those tend to be people with qualities that we look for in a client - honest, open to guidance, respectful, responsive, and pay bills on time.