



**The information provided below will set forth our philosophies, some procedures relating to our practice, and generally, our view of the lawyer-client relationship.**

**γ CONFIDENTIALITY**

Fundamental to the attorney/client relationship is confidentiality. Any communication between attorney or support staff and client is privileged and protected from disclosure to any person without your permission. We can best represent you when we have your complete confidence and full disclosure.

**γ INITIAL APPOINTMENT**

The initial appointment is devoted to a consultation for the purpose of determining whether facts exist which necessitate the services our office is equipped to provide based on the nature of the problem, the jurisdiction and the parties involved, as well as other variables.

**γ COURSE OF ACTION**

Following our in-depth analysis of the facts as revealed at the first interview and based on the appropriate investigation and review of applicable law, we can project and recommend a course of action designed to provide the desired result. In the event that more than one option is available, you will be informed of all those alternatives and what can be reasonably expected from each.

**γ THE LAW IS VERY COMPLICATED**

No case is routine or exactly like any other case, we want you to understand what we do and why we do it. We will make every effort to give full and complete explanations as the matter progresses. Your cooperation in the presentation of questions and your careful attention to the answers will, in turn, benefit our ability to resolve your legal needs.

**γ COMPLETE UNDERSTANDING**

Cooperation and understanding are a vital part of our relationship. If at any time you have questions regarding any action, fee or service, please discuss them with us promptly and frankly. We will make every effort to avoid a misunderstanding, to rectify an injustice or preserve an amicable relationship.

**γ SUGGESTIONS TO CLIENTS**

Tell us all we need to know. We cannot help you without all the facts. If you are nervous or afraid to tell us, we understand. If it helps to write it out, then tell us that you would rather write it out than discuss it face-to-face.

**γ KEEP A DIARY**

You will have many questions for us and many experiences to relate during this time. It is helpful to keep a diary of events and questions so that when you do meet with us, you leave the meeting feeling fully informed. Multiple calls to the office can become costly to you. Should a problem arise, call the office and pose the problem or question to one of our staff. We will either offer an immediate solution or arrange to get back to you. Do not call and leave messages such as “urgent” or “must talk to you”. We can be much more prepared to deal with your call if we are fully informed of the problem.

**γ WORRY**

You have retained us to worry for you. Therefore, if a problem or question continues to worry you, write it out in detail and get it in to us. This helps your feelings, gives us direct information and enables us to pinpoint and perhaps head off future problems.

**γ ADVICE**

Everyone you know will try to tell you how to handle your particular case. Smile pleasantly and tell them you appreciate their concern. Then leave the handling of your case to the professional, your attorney.

**γ EMOTIONS**

This may be a very emotional time for you. Try to focus on what is really important to you in order to reach your goals.