

## CLIENT BILL OF RIGHTS

1. You have the right to be assigned a dedicated legal assistant, who will be familiar with all aspects of your case. You may call to speak to your legal assistant at any time without appointment. If your legal assistant is unavailable for any reason, you are entitled to a call back from your legal assistant within one business day.
2. Sometimes, your dedicated legal assistant may be ill, on vacation, or working against a deadline which makes it impossible to return your call within the one business day to which you are entitled. Under such circumstances, you have the right to make an immediate appointment with an attorney, who is familiar with your case. You will receive the first available appointment, which may be by phone or in person.
3. Your dedicated legal assistant is your first point of contact with this firm, who is there to take your information, and to let you know what is required of you to advance your case.
4. If you ever need anything with which your dedicated legal assistant can't help you, you are encouraged to make an appointment with an attorney who is familiar with your case. Clients are never refused if they request appointments with an attorney.
5. You are entitled to be attended promptly when you make an appointment. It is appreciated if you arrive at (or call for) your appointment on time. If your appointment is delayed (due, for example, to a court hearing or prior appointment going longer than planned), you are entitled to a comfortable lobby in which to wait, with access to reading materials in your preferred language or television on request. If your telephonic appointment is delayed, you are entitled to a call back at the number of your choice as soon as the person with whom you have the appointment becomes free. If you are unable to wait for your delayed appointment, you are entitled to priority in rescheduling your appointment. There is no charge for appointments missed due to delays which are not your fault.
6. **There is never a charge for an appointment for which the primary purpose is discussing your bill.** You are entitled to speak with an attorney who is familiar with your case regarding any review of your billing.
7. You are entitled to be fully updated as to your case at all times. You shall be sent copies of all documents pertaining to your case as soon as they are received or generated.