

Rincker Law, PLLC Billing Cheat Sheet

Money Matters

Money is an important topic at Rincker Law, PLLC. Cari has a great support team helping you on your matters but those people also must be paid on time. We take payment and retainer replenishment seriously. If you are unable to pay your bill or replenish your retainer timely, then we may cease work and withdraw as counsel.

Consultation Fee

The consultation fee is refunded once retained. For example, if the first bill is \$1000 then the \$250 consultation fee will be credited back making the first bill \$750. This does not come off the retainer.

Billing Frequency

Rincker Law runs payroll twice a month; similarly, Cari aims to run bills twice a month. This is a general rule so there may be times depending on what is going on with your case that Rincker Law, PLLC will bill you more or less frequently but we aim to minimally bill every two months.

You may at anytime ask for a bill to be sent to you or you may request your trust account balance by emailing Cari. Billing summary reports are also available upon request by emailing the bookkeeper, Linda at linda@rinckerlaw.com.

Evergreen Retainer

Lawyers vary on how they run retainers. Some use it as prepayment of legal services and a person or entity does not have to replenish until the retainer is used. Others use it simply as payment security for the end so payment is due each month while 100% of the retainer is kept in the trust account. Rincker Law, PLLC uses an “evergreen retainer” which means that we will transfer monies from the trust account after each billing period and then you have the obligation to “fill the cup” back to the retainer minimum.

Generally speaking, the “retainer minimum” is the amount required when you retained Rincker Law, PLLC. However, if your case is winding down or there is less involved in your case then Rincker Law, PLLC may ask for a smaller minimum retainer; conversely, if we are gearing up for trial then Rincker Law, PLLC reserves the right to ask for a trial retainer above the normal retainer. Regardless, we will be in communication on this.

The minimum retainer should show up on your bill. If it does not, then please let either Cari or the bookkeeper Linda, know.

Payment Options

We accept payment in a myriad of ways:

- **Credit Card.** We accept Mastercard, Visa, Discover, and American Express. It does not matter if it is a debit card or a credit card. We have a form that can be used for automatic, one-time or recurring credit card payments. Alternatively, you can pay via Law Pay online at <https://rinckerlaw.com/pay-a-bill/>. If you are replenishing a retainer, then you need to pick the trust account in your state.
- **PayPal.** Payments can be paid via PayPal to cari@rinckerlaw.com.
- **Venmo.** Payments can be paid to Cari Rincker at cari@rinckerlaw.com or cari.rincker@gmail.com.
- **Chase QuickPay.** Payments may be paid via Chase QuickPay by searching for cari@rinckerlaw.com.
- **Check or Money Orders.** Checks or money orders should be payable to “Rincker Law, PLLC.”
- **Cash.** Payments via cash may be made at either Illinois office by appointment only. We presently do not accept cash payments at the New York office unless arrangements are made with Cari during a meeting.
- **Wire Transfer.** Payment via wire transfer is available. Wire transfer instructions can be emailed upon request.

Contesting Charges

Rincker Law, PLLC is comprised of people and people make mistakes. You may find an error on your bill that needs corrected. The Retainer Agreement requires that you contest charges within 30 days of receipt. If you contest a charge, then you must do so in writing including the date and details of the itemized charge in which you are contesting and the reasoning why you are challenging the charge. One way to do this would be to highlight the charges on your bill and send it with an email explaining why you are making the various billing contests.

If there is a billing dispute, then Rincker Law, PLLC is obligated to put the disputed monies into the trust account but you are still obligated to pay the full amount due. Cari will try to resolve this swiftly and amicably.

If you have questions generally about your bill, Cari is available to speak on this issue at no charge to you. Please email Cari directly or her assistant Jill at jill@rinckerlaw.com to set-up a time to speak.