

RINCKER *Law* PLLC

CARI'S GUIDE

to Working with Rincker Law, PLLC

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RINCKER *Law* PLLC

Thank You!

Thank you for retaining Rincker Law, PLLC. We have a teammate spirit at Rincker Law, PLLC - we are all working together to better fulfill your legal needs. This guide has a few quick tips on what you can do to help us work together more effectively.

Intake Form

Be sure to send back the intake form for your particular matter. If we are handling more than one matter for you then we will likely have separate intake forms. It is okay if you cannot fill in every detail but we would appreciate it if you will complete it to the best of your ability and then return the completed forms to our office either in electronic or hard copy form.

CosmoLex Client Portal and Document Delivery

Rincker Law, PLLC uses CosmoLex billing software and each client is able to use his/her own portal where they have access to the final copy of certain files, which are also typically sent via email and/or regular mail. Keeping clients up-to-date on their matter is a high priority to Rincker Law, PLLC. Instructions on setting up your account will be sent to you under separate cover.

Correspondence with Cari

I spend a lot of my days in court, in meetings and on telephone calls. Because of that, I sometimes fall behind on email and I cannot answer your email right away. Thank you in advance for your patience on this issue. A sure way to make this problem worse is to re-forward the same email if I do not respond in a few hours – I try my best to be organized with my email. Occasionally, emails do fall through so please alert me if I have missed correspondence that needs to be addressed.

If you need an immediate answer to your question then please call and ask someone on my team. I do my best to keep everyone up-to-date on your matter. This is one of the key reasons why I bring Associate Attorneys into each matter.

That said, in most cases, I prefer in-person meetings or telephone calls. I find this to be a more efficient use of our time and that way I can ensure you understand my response, as sometimes emails can be misconstrued. I will respond to emails so please feel welcome to email me but understand that depending on the question(s), I may prefer to set up a meeting or telephone call.

Please always feel welcome to call the office but unless it is an emergency, I tend to not take unscheduled calls during the day. The reason for this has to do with my own productivity. I want to give you and every client of Rincker Law, PLLC the best service possible. Lawyer work sometimes requires deep thinking, quiet energy, and uninterrupted work time. When I am working on matters for you, I similarly want this time to concentrate; it is the same for others too. Thus, if you need to speak to me then please call the office — sometimes I am fielding calls and emails but if I am in a meeting or in "nerd mode" then my Assistant will set-up a time to speak or relay the message to me. I really appreciate your patience and understanding in this regard.

Sometimes your matter may be complex enough where it is best to set-up calls or meetings on a regular basis with me to help ensure for both of us that we have enough time together to get all questions answered; after all, we are on the same team working together on your matter.

Cari's Personal Cell Phone

I give you my cell phone number in the Retainer Agreement and I may call you from my cellular phone while I am at home or driving, but please do not call or text me on my cellular phone unless there is a true emergency or it is about court attendance. I want all my clients to have my personal cellular number in case something urgent arises and you need my attention immediately.

I know that texting is the way of the world but I cannot have all my clients texting me on my personal phone. Not only does this complicate the way that I manage your case but I struggle with the separation of work and my personal life. If work calls are constantly coming in on my personal phone, then it makes it more difficult for me to relax in my personal time.

Attorney-Client Privilege

Your Retainer has an Addendum noting this but it is worth reiterating here: forwarding correspondence (including emails and letters), copying others on email correspondence, or bringing third parties to meetings breaks attorney-client privilege. This means that a subpoena can be sent to that friend, family member, romantic partner, or anyone who has been privy to correspondence or meetings, forcing the disclosure of my correspondence or they could be deposed and asked questions about our meetings. This can have negative implications on your matter.

I hope that you have come to Rincker Law, PLLC for our legal advice, but experience the by-product of outstanding client service. Let's keep that legal advice private from court proceedings and others by protecting that attorney-client privilege. All good relationships are built on trust —you need to trust me and I, similarly, need to trust you. If you have confidants with whom you desire to share information, please let my office know so we can talk through this together.

Billing

Billing includes emailing me, as well as every touch on your case. Here are my tips to help reduce fees:

- Consolidate questions in one email or one teleconference.

I know, I know - this is hard to do. I am notorious for sending popcorn emails with random thoughts and requests to my staff so just use your best effort here. The truth is that it takes more time (and billable hours) to sort and read through five to ten short emails than one well-organized concise email. It is easier to respond, as well as easier to read in preparation for a meeting or a telephone call.

- Deliver documents in an organized fashion.

Depending on what we are helping you with, your matter may be very document intensive. It would help a lot if you organize the documents in chronological order or some other type of logical fashion.

- Please do not use the camera on your phone to copy and send documents.

Along those same lines, please do not snap a picture of a document on your phone and email it. Not only does this make me want to pull my hair out (the grey ones first!), but it takes time for my office to figure out how to put Humpty Dumpty back together again in a nice PDF, only to later find that the resolution is bad, making the document unreadable. It is best to scan or deliver the documents in hard copy form.

- Consider using other professionals.

We offer legal services at Rincker Law, PLLC. I went to law school because I wanted to help people, but my talents only go so far. I am not a licensed therapist, an accountant, business/life coach, forensic evaluator, real estate broker, financial advisor, etc., but those professionals can be hired as well. Rincker Law, PLLC aims to be a resource for our clients and can provide referrals for these professionals or others that may assist you in your matter. Let us look out for your legal needs and leave other needs in the hands of those qualified professionals in those other areas.

Evergreen Retainers

Unless you have a flat fee matter, Rincker Law, PLLC uses an "evergreen" style retainer. This means that you have a minimum retainer that needs to be replenished up to the minimum balance each time we bill. Thus, your retainer balance should always be full like a security deposit with an apartment.

I know, I know- it is a lot of money to just be "sitting in a trust account." But in order for me to offer you the best service that I can, I have employed a staff of several talented team members who all like to be paid on time. I also have other obligations such as rent that has specific due dates. Unless you have preauthorized a credit card for me to charge 100% of the balance on your bill upon billing, you must replenish your retainer upon each billing cycle. Payment security is paramount for our continued working relationship.



Connecting on Social Media

Feel free to connect with me on social media on either my personal accounts or Rincker Law accounts. Rincker Law, PLLC can be found on Instagram, Twitter, and Facebook with the @RinckerLaw handle and I use my name as my personal brand on social media platforms @CariRincker. Heck, I even have a YouTube channel now @CariRincker or we can connect in LinkedIn.

Your Social Media Use

Your Retainer Agreement has a social media acknowledgement but I wanted to reiterate how important it is not to post information about your case online. Along these same lines, pay attention to posts you are tagged in too as social media posts can come out in court.

Referrals and Feedback

To me, referring Rincker Law, PLLC to someone you know is the biggest compliment that you can give. I know it is a lot to put your trust in the hands of others when you refer family and friends in a direction of any professional, much less a lawyer. As you know, Rincker Law, PLLC charges consultation fees; however, we offer free consults to those referred by existing clients. Please make sure this person gives my office your name when they call to set up a consultation.

My goals is to make sure you have all your legal needs addressed in a service-oriented package. I welcome candid feedback to me personally about service that you appreciate or suggestions to improve. If you ever want to give Rincker Law, PLLC anonymous feedback, a questionnaire is available at rinckerlaw.com/services.

Questions

I hope we can have a long-lasting relationship. If you have any questions about my Guide or general questions about procedures with Rincker Law, please feel free to reach out to me. We can discuss this at our next meeting or telephone call.

I look forward to working with you!

Cari

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