

CARI'S QUICK TIPS FOR WORKING WITH RINCKER LAW, PLLC

Tips for keeping the bill down and helping process go more smoothly and efficiently

E-mail

- ✓ Try to consolidate e-mails as much as possible.
- ✓ It may be easier (and quicker) to correspond via telephone.

Phone

- ✓ When leaving voice-mails, please state your name and the best phone number to reach you.
- ✓ If it is an emergency, you can call/text Cari anytime at (646) 717-2659; however, this should be reserved for emergencies only.

Meeting in Office

- ✓ Rincker Law does not take client meetings on Fridays.
- ✓ Cari can meet at 8am, at 5pm or over the weekend but only in special circumstances.
- ✓ Don't forget that we have parking validation tickets for the Champaign office.
- ✓ Please come on time; if you wish to cancel please give Cari and her team at least 24 hours' notice so we can open that slot up for other clients.

Discovery and Sending Documents

- ✓ Do not send screenshots or photographs of documents if it can be avoided.
- ✓ Do not send documents using Google Docs or Dropbox.
- ✓ Send documents preferably in hard copy form and in electronic form (via e-mail or USB).

Payment

- ✓ Please pay your bill and replenish your retainer in a timely manner. We have overhead expenses to pay, too.

Attitude and Respect

- ✓ Although, your input is greatly appreciated, your retainer with Rincker Law, PLLC allows for us to make final decisions on legal strategy.
- ✓ Rincker Law, PLLC is in the service business. We hope to provide you exceptional customer service and to answer your questions in a timely fashion but please be patient with us.
- ✓ Cari does not tolerate disrespect to her or the team. If you have a complaint about a bill or service, please reach out to Cari directly.
- ✓ Just like you, Cari and her team are juggling priorities, including work-life balance. Being patient and respectful to the Rincker Law team is a way to help make your matters a priority.