

Welcome to the Firm!



Retainer Agreement

Highlights from the Retainer Agreement

- First and foremost, read the Retainer Agreement in its entirety.
- Retainer fees must be paid up front.
- The Retainer fee is an estimate, not a guarantee.
- You may not carry a balance on your account at any time. Additionally, there must be a prorated amount of 5 hours of legal work (\$1,750.00) on your account prior to Mediation, Trial or Evidentiary Hearing.
- Attorneys are paid for their time. This includes, but is not limited to, phone calls, e-mails, text messages, appointments, reviewing documents, hearings, drafting, etc...
- Zoom etiquette: Dress appropriately, no background noise or unauthorized people, sit in one spot with the camera angle directly on you. No smoking, drinking or eating. Test your video and audio prior to your hearing.

Client Expectations

Tips to Keep your Costs Down

- Check your client portal and e-mails **regularly**. Most of our communication is done via e-mail. Your pleadings, due dates, court dates, zoom information, invoices, etc... are all located in your portal. Any activity to your portal will notify you via e-mail. **Before you call the office, check your portal!**
- **Having access to your e-mail/portal is IMPARATIVE. It is not the office's responsibility if you are having technology issues.**
- Return calls, e-mails and requests for information and documents **promptly**.
- Provide documents in an organized and reasonable manner. *We do not need 100, out of order, text messages. :(*
- Stay up to date with your billing. We cannot work on your case with a balance owed.
- Care about your case as much as we care about your case. **You are the driver, and we are your guide.**
- Please hit reply all on every e-mail.

Office Expectations

Help Us Help You!

- Explain the likely outcomes of a matter. We **cannot** make guarantees, but we will do our best to let you know your chances of success on any particular issue before the court.
- Return phone calls, e-mails and messages within a reasonable time.
- Provide an explanation of costs versus benefits for any given action in your case.
- Dedication to your case. This can be a difficult process, and we are here to make it as easy as possible.
- Mutual respect. We expect respect and you can expect the same from our firm.
- If there is an emergency, call the police. There is nothing an attorney can do for you immediately.
- No artificial intelligence may be used by either the attorney nor client for emails, research, pleadings, etc...

CLIENT PORTAL



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