

## LAW OFFICES OF STACY E. GOODBREAD, P.C. INFORMATION

First, thank you for retaining me to help you in your family law matter. I love practicing law and look forward to working with you to reach a resolution of your issues. Family law is inherently personal and highly emotional and because of that I have addressed some issues that may come up during the handling of your case.

Phone Calls: My phones are answered by my staff Linda, Jenna and my assistants. If I am available and you ask to speak with me, they will get me on the phone. However, there will be times that I will be in Court, mediation or with another client. During these times, they will take a message. If it is an emergency that needs immediate attention, please relay that to them and they will make every effort to reach me immediately. However, please understand that in some circumstances (ie..court hearings), I will not be able to receive calls. There are other times that your questions may be conveyed to me by staff, that I will answer so they may call you back. This is done to get you a quicker response and at a lower billable rate. However, at anytime that you wish to speak to me and I am unavailable, I will make every effort to return your call on the same day, if received by 2:00 p.m. Should I be in Court, mediation, or otherwise unavailable, every effort will be made to return your phone call within 24 hours or as soon as I return to the office. Again, if you are concerned, please feel free to ask my staff when they expect my return or have them contact me. I may be able to answer your question and have them return the call. Also, I may return the call after hours so if you are waiting for a call back and it shows private/blocked/restricted it is probably me.

Appointments: When you make an appointment, you will be meeting with me directly. The only time my paralegal, Jenna, may meet with you is if they need to review discovery related matters. If you are uncomfortable with that, you may request all appointments be with me. However, please keep in mind that all my staff hours will be billable to you at a much lower rate, if you meet with my paralegal, Jenna. Because of that, I use them to do some of the leg work for your case, whenever possible. If you are unable to make it to your scheduled appointments at either of my offices, you may request a phone conference. I will be happy to speak with you telephonically, if there are no documents that need reviewing and if a face to face conversation is not needed. However, we schedule those conferences like appointments. Consequently, if I am running late, your phone conference will also be late.

Case Status: If you have any questions or concerns about your case, please call my office to check on the status. I will not call you unless I have something to report or request. I do that in order to save you money on your retainer and will not call you when there is nothing to report. We encourage you to periodically check in on your case just in the event we have been trying to reach you and have not been able to contact you. Please keep my office updated with current address, changes in e-mail address, cell phone numbers, and changes in employment. We need to have good contact information always!

Timeliness: I attempt to run on time, however, due to the inherent nature of family law and the emotions involved, some appointments might take longer than others. I know that you want me to give 100% to your case, so please understand when I give 100% to all my cases. If you do not have time to wait, I will be happy to reschedule you.

Cancelled Appointments: There are times that Court and mediation runs long and causes cancelled appointments. Should that happen, as soon as I know that I will be

unavailable for your appointment, my office will contact you to reschedule. Your cooperation in this matter is necessary.

Concerns: If you have any concerns about your case, my performance, my staffs pelfonnance, please let me know directly so that I can address those issues and rectify them ifpossible.

Goal: It is my goal to treat your case personally and with time and attention devoted to your needs. If you have any questions, comments or concerns **DO NOT HESITATE TO DISCUSS THEM WITH ME.**