



## NEW CLIENT INFORMATION

Thank you for giving Cohoon Legal the opportunity to assist you at this time. Enclosed please find the following items for your information:

- I. Office Hours and Contact Information
- II. Our Telephone Policy
- III. Our Electronic Communications Policies
- IV. Expectations

After you have reviewed these materials, if you have any questions or need assistance, please contact us at your earliest convenience.

You can follow Cohoon Legal:

Online: <http://www.cphoonlegal.com>

Facebook: <https://www.facebook.com/cophoonlegal>

Instagram: <https://www.instagram.com/cophoonlegal>

### I. OFFICE HOURS AND CONTACT INFORMATION

The Cohoon Legal office hours are as follows:

Monday through Friday: 8:00 a.m. to 5:00 p.m. [By Appointment Only]

Holidays: Our office is closed for all Federal Holidays.

To make an appointment visit <https://cophoonlegalschedulingcalendar.as.me/schedule.php>

You can contact the staff and attorney at Cohoon Legal in the following ways:

Call: 682-200-9353

Text: 682-200-9353

Email: [amber@cophoonlegal.com](mailto:amber@cophoonlegal.com)

**EMERGENCY** means an issue must be addressed immediately or you (or a loved one) will suffer loss of liberty, limb, or life. **If a situation is best handled by the authorities, please call 911.** If a situation occurs after hours that we will not be able to handle until the next workday, it is not an emergency. Emergencies are extremely rare.

#### Access To The Attorney

We are unavailable on weekends or holidays, so our employees can spend time with their families. Attorneys work by appointments only and only during business hours. Please do not show up at our offices to speak with an attorney without an appointment. Any communication by attorney outside of business hours is the attorney's discretion.

If you wish to speak with an attorney or staff member in person, please Text 682-200-9353 to make an appointment to ensure that we are available and can provide you with the attention you deserve. If you call unexpectedly, we cannot guarantee that the person you need to speak with will be available.

## II. TELEPHONE POLICY

No staff or attorney personal cell phone numbers will be provided to clients. A voice mail system is available for messages after hours or when we are unable to answer the telephone during business hours. You are entitled to make reasonable requests for information concerning your case. To accommodate your need for information, we have instituted the following telephone policy:

1. When you call the office, please identify yourself and your case. If it is a routine question such as the time of a hearing, whether you must be present or what a term on a form means, please email the attorney.
2. When an attorney or staff member is unavailable, please leave a message with your question or issue. If we are unable to answer, leave a message so that we know that you called. Your message is given to the individual you are trying to reach as soon as they are available and will be returned as soon as possible, during the business week. Please do not leave multiple messages for the same question unless there is a change in the status or your contact information. If your question requires more detailed discussion, our staff may arrange a telephone conference.
3. Non-emergency messages left on the voicemail system after hours will be returned the first business day following your message.
4. All communications with the office are expected and required to be professional, courteous and appropriate. The following is not permitted under any circumstances and may result in immediate termination of representation:
  - a. Profanity directed at team
  - b. Screaming, yelling, raised voices, etc.

## III. ELECTRONIC COMMUNICATION POLICIES

### Email Policy

1. E-mails cannot be responded to instantly and some may not be answered for several days. Please do not expect an immediate response and do not send multiple e-mails regarding the same question.
2. E-mails sent outside business hours will not be received until the next business day after the e-mail was sent. We do not require staff or attorney to respond to e-mail outside business hours.
3. E-mails are not a secure form of communication and we cannot guarantee that they will not be exposed to viruses, security breaches or other problems that plague electronic communication. You send and receive e-mail with our firm at your own risk.
4. We cannot guarantee that we will receive your e-mails or that you will receive ours. There are many reasons why e-mails are blocked by systems or just lost. If our firm experiences consistent email problems, we may require communication by mail or fax instead.
5. Never transmit secure information such as social security numbers, credit card information, and/or financial information via e-mail. There is no guarantee that the information sent will remain secure at all times.

6. Finally, if you are going to communicate with our staff members and attorneys via e-mail, remember that these are professional and business addresses. Do not send spam or mass e-mail to these addresses. Do not add these addresses to your general “joke” e-mail list. If our staff members’ or attorneys’ e-mail addresses receive spam, mass and/or “joke” e-mail, our system may block all other emails from the offending address to protect our network, which means you will be unable to communicate via email.

### E-Mail Service of Documents

We offer our clients electronic delivery of documents. You will not receive paper copies of documents, including court pleadings/filings, from our office unless otherwise specified or unless required by Texas law. You may continue to receive certain items from our office by U.S. Mail at our discretion and determination (these may include but are not limited to notification of annual report due dates, certain correspondence, or other items that require action on your part).

### Text Messaging (SMS/MMS) Policy

Texts will be answered during regular office hours, and within 24 hours

1. **Do not transmit case information via text. We do not keep a record of text communication between attorney and client.**
2. Please use text only for basic information about a call or appointment.
3. Text messages can be hacked and are not secure. Please do not send sensitive information via text.
4. **DO NOT SEND IMAGES VIA TEXT.**

### Secure Portal

The secure portal is provided for the client and accessed through a login and password that the client creates. It is the best and most secure way to send messages and case information to your attorney. It allows the client and attorney to send two-way secure encrypted messages and files. The secure portal allows clients to view their invoices, previous payments, operating and trust account balances. Cohoon Legal strives to be transparent with its client while it works for you.

## IV. EXPECTATIONS

### Handling Legal Questions

If your questions are of a legal nature or are such that the legal assistants cannot answer them, our attorneys want to be available to answer your questions. To receive answers in the most economical manner, it may be best to group any non-emergency questions and schedule a telephone conference. **Often the attorney may NOT be able to immediately return a call due to being in client meetings, trial, mediation, hearings, and/or depositions. A scheduled telephone appointment avoids the frustration of “phone tag” and allows the attorney to provide you with her undivided attention.**

### Advice from Friends, Family, And The Internet

Most of the research you do about your case online or the advice you get from friends or family will be incorrect or not applicable to your case, so you should not compare what is happening on your case to what you find online or what friends or family may tell you. As your attorneys, we are the

only reliable source of information regarding the process and status of your case. **Take no action based on information from friends, family, or the internet. The actions you take based on that information will likely result in additional work for us and that only increases your legal bills and may lead to us withdrawing as your attorney.** If you are confused or concerned, we are happy to discuss the issue with you.

### Filing Fees And Court Costs

To begin a case or file certain documents or pleadings within an open case, courts require parties to pay filing fees. Sometimes these fees are hundreds of dollars and our firm requires the parties to pay these fees. Costs such as court reporter fees, transcript charges, publication of notices in a newspaper, the costs of having someone served with process, expert witness fees and investigative fees must be paid by the client. We do not pay court filing fees unless previously negotiated within your engagement letter. We will notify you of these filing fees in advance and provide you with direction for paying those fees by providing our firm with a cost deposit in advance of the particular filing that will be held in your client trust account until the filing fee is paid. If a particular document or pleading requires a filing fee and you do not provide it, we will be unable to file the document or pleading. There are NO exceptions to this rule.

### Scope of Work

We will at all times act on your behalf to the best of our ability. **Any expressions on our part concerning the outcome of your legal matters are expressions of our best professional judgment but are not guarantees.** Such opinions are necessarily limited by our knowledge of the facts and based on the state of the law at the time they are expressed.

### Confidentiality

Our communications with you are confidential. We never discuss clients, client files or any details with anyone other than firm personnel directly concerned. We avoid the use of names of clients in conversations with other clients, friends or relatives. When we see you in a public setting, we will not approach unless you acknowledge our presence. We ensure that disclosures of information are made only to persons entitled to that information. We ensure that conversations relating to clients are not conducted in the elevator, in the reception area, or other public areas where conversations may be overheard by others besides firm personnel.

### How Fees Are Set

In determining the amount to be charged for the legal services we provide to you we may consider:

- Time and effort required, novelty and complexity of issues, skill required to perform legal services promptly;
- The fees customarily charged in the community for similar services and the value of the services to you;
- The amount of money or value of property involved and the results obtained;
- The time constraints imposed by you as our client and other circumstances, such as emergency filings, the need for injunctive relief from court, or substantial disruption of other office business;
- The nature and longevity of our professional relationship with you

We will keep accurate records of the time we devote to your work, including conferences (both in person and over the telephone), negotiations, factual and legal research and analysis, document preparation and revision, travel on your behalf, and other related matters.

### Referrals from Our Client

Our practice is built mainly on referrals. If you refer your friend, family or loved ones to us, we promise to take care of them. We prefer referrals from our clients and colleagues because those tend to be people with qualities that we look for in a client - honest, open to guidance, respectful, responsive, and pay bills on time.

### Reviews of our Service

At the completion of your case and our legal services, you will receive an email with links to provide a review of our services. This is a very important step in our process because we strive to improve and better serve our clients. Without honest feedback, unfortunately, we are not able to address any concerns or issues that may have arose during your representation. But please do not wait until the end of our legal services if you have any issues or concerns, please contact us directly.

**Thank you and we are so pleased to be your Attorney.**

**Please sign to acknowledge receipt of these Firm Policies.**

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**Full Name**