

Dear New Client(s):

RE: New Client Welcome Letter

Thank you for retaining my service. I look forward to working with you to achieve the best result for your matter.

As your lawyer, I strive to be consistent, transparent and cost-efficient. I invite you to communicate with me honestly and candidly. Whether it is about your expectations, my fees and accounts, or the legal issues related to your matter, I will do my best to answer your questions and concerns.

Basic information about my engagement is summarized in our Retainer Agreement. Refer to our Retainer Agreement for information about my fees, disbursements, confidentiality, and how to terminate my services, among other things. This welcome letter is a helpful supplement with some general information on how we can best work together to reach your goals.

OFFICE HOURS AND COMMUNICATIONS

My business hours are 9:00 a.m. to 5:00 p.m. Monday to Friday, excluding public holidays.

I am not available for consultation without appointments. However, in special circumstances, appointments may be available outside normal business hours (after 5:00 p.m. or on Saturdays). I encourage you to use phone, email or other confidential methods agreed to in our Retainer Agreement to communicate with me.

In the context of **COVID-19**, public health best practices include social distancing. We are now conducting routine meetings by phone or using video-conferencing options such as Zoom, Skype, Facetime and other platforms. For more information, please refer to the Law Society of Ontario website at <https://lso.ca/covid-19-response>. Thank you for the understanding and cooperation.

TIPS ON MINIMIZING LAWYER FEES

The more work you do for yourself, the less work you will need done by the lawyer. If you can save time for the lawyer, it will save you money in fees.

 (416) 880-0113

I may ask you to provide me with written materials. This is often an efficient way to get historical or detailed information from you in order to prepare court documents. The written material you provide will be extremely helpful, and will result in greater efficiency for me and reduced legal fees for you. Anytime you are giving the lawyer a collection of documents, you can put those documents in chronological order first, and to prepare an index or list of the material you are giving me. It will reduce the work needed by me to organize the material.

Generally, lawyers charge for the time they spend. Unless we agree otherwise, you will be charged for all your contact with me, including telephone calls, voicemail and email. It is in your financial interest to make your contact with the lawyers valuable. Organize yourself before you call or appointment, make a list of questions or subject areas you need to have covered, and ensure you have all the information you need available. You may also consider taking notes during our communications.

If you have questions about your accounts, either regarding fees or disbursements, please direct all inquiries to me. I will be happy to review your specific questions.

You have the right to have your bill assessed under the *Solicitor's Act*, and you must bring the Application to a Superior Court **within 30 days of receiving the bill**. You can find the relevant forms at

<http://ontariocourtforms.on.ca/en/solicitors-act-assessment-forms-non-prescribed/>

CONFIDENTIALITY

All information you provide to me is completely private and confidential. All the details of your case will be handled with the utmost confidentiality and respect for your privacy.

Please remember this when your family members or friends request information directly from your lawyer. You have to give your lawyer specific instructions to permit any discussions to take place. Also, as the time spent by the lawyer will be time spent on your file, you will be billed for any time spent discussing your case with others at your request.

Thank you again for retaining my service. I look forward to assisting you to achieve the best possible result.

 (416) 880-0113