



HOLDER LAW

OFFICE PROCEDURES

Communication: All clients may have in-office consultations as frequently as is required to keep them apprised of their cases. Generally, phone consultations require less time and can be arranged more quickly than an in office consultation. It is my policy to never return phone calls, but rather for my clients to set up a time with my secretary if they wish to speak to me by telephone. Client's are always required to initiate a phone call at the designated time. In the event that there is a change in my calendar due to a court appearance or otherwise, we will make every effort to locate a client and return the phone call.

Billing: Billing is generally done and statements sent on a monthly basis. For those clients who are charged on an hourly basis, a retainer is required to be maintained in order that fees can be paid out of that retainer. Once the retainer is exhausted, you will be required to make additional payments towards the retainer in order to maintain representation.

Mail: It is my desire to transmit all legal correspondence to my clients as quickly as possible. Thus, I wish to implement an e-mail delivery system for every client. In the event that a client does not wish to receive their mail via e-mail, mail will be sent to your designated location by the U.S. Postal Service.

Desired manner of service: If you authorize me to send you legal correspondence by e-mail, please enter the e-mail address you desire for me to use. Please note, you will be responsible for ensuring that you regularly check your e-mail as time is of the essence.

Email address: _____, or

No thank you, please mail me my correspondence via US Postal Service.

Certification: I have read and understand the Law Office Procedures and either have discussed them with Mr. Holder, or staff, or fully understand them.

Date: _____

Signature

Printed Name

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