|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for****follow up** |
| **Client Relationships & Fee Arrangements** |
| **1.** Have you reviewed HRPC Rules 1.2 and 1.4 on client communications? | [ ]  | [ ]  | [ ]  |  |  |
| **2-1.** Do you or a member of your staff return phone calls and text messages within at least 48 hours? | [ ]  | [ ]  | [ ]  |  |  |
| **2-2.** Do you or a member of your staff respond to emails within at least 48 hours? | [ ]  | [ ]  | [ ]  |  |  |
| **3.** Do you regularly keep clients informed of the status of their case? | [ ]  | [ ]  | [ ]  |  |  |
| **4.** Do you confirm all major decisions with clients in writing? | [ ]  | [ ]  | [ ]  |  |  |
| **5.** Do you diligently work on yourclient’s matters? | [ ]  | [ ]  | [ ]  |  |  |
| **6.** If the client rejects your advice, do you document it in writing? | [ ]  | [ ]  | [ ]  |  |  |
| **7.** Do you obtain the client’s written consent when referring matters to other counsel? | [ ]  | [ ]  | [ ]  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Client Relationships & Fee Arrangements** |
| **8.** Do you discuss with the client the need for hiring experts or other costly expenses? | [ ]  | [ ]  | [ ]  |  |  |
| **9-1.** When entering into a fee agreement,**a.** Did you review HRPC Rule 1.5(a)&(b) on earning and communicating fees? | [ ]  | [ ]  | [ ]  |  |  |
| **b.** do you put it in writing and give the agreement to client at the outset? | [ ]  | [ ]  | [ ]  |  |  |
| **9-2.** When entering into a **flat fee**agreement,**a.** Did you review HRPC Rule 1.5(c) on flat fees? | [ ]  | [ ]  | [ ]  |  |  |
| **b.** Do you have the client sign the agreement? | [ ]  | [ ]  | [ ]  |  |  |
| **c.** Did you explain to the client whether you will be compensated incrementally during the representation or if it terminates early? | [ ]  | [ ]  | [ ]  |  |  |
| **9-3.** When entering into a **contingent fee** agreement,**a.** Did you review HRPC Rule 1.5(d)&(e) on contingency fees? | [ ]  | [ ]  | [ ]  |  |  |
| **b.** Do you have the client sign the agreement? | [ ]  | [ ]  | [ ]  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Client Relationships & Fee Arrangements** |
| **c.** Do you clearly explain to the client whether the percentage will be taken from the gross or net proceeds? | [ ]  | [ ]  | [ ]  |  |  |
| **d.** Do you clearly explain how you will be compensated if you are discharged or you withdraw (if allowable) if the client refuses areasonable offer to settle? | [ ]  | [ ]  | [ ]  |  |  |
| **10.** For **all fees**, do you communicate your fees and the expenses for which the client is responsible in writing to the client before or within a reasonable time after commencing representation? | [ ]  | [ ]  | [ ]  |  |  |
| **11-1.** If you’re requesting an advanced payment on fees, do you familiarize yourself with the rule that prohibits non-refundable fees, HRPC Rule 1.5(b)? | [ ]  | [ ]  | [ ]  |  |  |
| **11-2.** If you’re requesting an advanced payment on fees, do you**a.** Clearly explain what the payment is for? | [ ]  | [ ]  | [ ]  |  |  |
| **b.** Clearly explain how/when the monies will be viewed as earned and moved from trust to operating? | [ ]  | [ ]  | [ ]  |  |  |
| **12.** Do you impress upon clients how important it is that they are candid and cooperative? | [ ]  | [ ]  | [ ]  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Client Relationships & Fee Arrangements** |
| **13.** Are you careful with scheduling to avoid long waits for client appointments? | [ ]  | [ ]  | [ ]  |  |  |
| **14.** Are you generally available to your clients and give them needed time to discuss important matters? | [ ]  | [ ]  | [ ]  |  |  |
| **15.** Are you respectful and courteous to your clients? | [ ]  | [ ]  | [ ]  |  |  |
| **16.** Do you give clients your undivided attention when meeting with them? | [ ]  | [ ]  | [ ]  |  |  |
| **17.** Do you meet with clients in a private, uncluttered area? | [ ]  | [ ]  | [ ]  |  |  |
| **18.** Do you refrain from using legal jargon that clients may not understand? | [ ]  | [ ]  | [ ]  |  |  |
| **19.** Do you discuss risks and benefits with clients concerning their legal matter? | [ ]  | [ ]  | [ ]  |  |  |
| **20.** Do you provide clients with copies of all relevant documents concerning their matter? | [ ]  | [ ]  | [ ]  |  |  |
| **21.** Do you discuss with clients alternative courses of action? | [ ]  | [ ]  | [ ]  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Client Relationships & Fee Arrangements** |
| **22-1.** Do you bill your clients at least monthly? | [ ]  | [ ]  | [ ]  |  |  |
| **22-2.** Do you provide a detailed billing statement clearly outlining the work performed? | [ ]  | [ ]  | [ ]  |  |  |
| **23.** Do you train your staff how to respectfully handle clients in person and on the phone? | [ ]  | [ ]  | [ ]  |  |  |
| **24.** Do you clearly explain confidences regarding family members who may be acting in a support capacity or paying your fees? | [ ]  | [ ]  | [ ]  |  |  |
| **25.** Do you inform your clients how to handle concerns regarding their case or with your firm’s services? | [ ]  | [ ]  | [ ]  |  |  |
| **26.** Are you careful about not revealing client confidences in social settings? | [ ]  | [ ]  | [ ]  |  |  |
| **27.** Do you use a task reminder or “to-do” list for administrative and legal work? | [ ]  | [ ]  | [ ]  |  |  |
| **28.** Do you keep your word to clients about completing their legal work or at least notify them if there will be a delay? | [ ]  | [ ]  | [ ]  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for follow up** |
| **Client Relationships & Fee Arrangements** |
| **29.** Do you maintain monthly contact with your clients even if there is no action on their matter during that time period? | [ ]  | [ ]  | [ ]  |  |  |
| **30.** Do you reasonably attempt to resolve fee disputes with clients? | [ ]  | [ ]  | [ ]  |  |  |
| **31.** Do you promptly provide clients with a complete copy of the file when requested? | [ ]  | [ ]  | [ ]  |  |  |
| **32.** Do you carry professional liability insurance to protect you and your clients? | [ ]  | [ ]  | [ ]  |  |  |
| **33.** Do you promptly deliver bad news to clients in such a fashion that is understandable? | [ ]  | [ ]  | [ ]  |  |  |