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| **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 your  client’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? |  |  |  |  |  |

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| **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? |  |  |  |  |  |

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| **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 a  reasonable 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? |  |  |  |  |  |

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| **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? |  |  |  |  |  |

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| **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? |  |  |  |  |  |

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| **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? |  |  |  |  |  |