What to expect of your client experience

1 Initial Contact

We will ask you questions and review key documents in order to determine the scope and estimated fees.

2 Offer of Services

We send you an email with a proposed scope and fee estimates and we offer to open a file and send you a Disclosure Notice and Costs Agreement for your consideration.

3 Formal Engagement

You sign and return the Costs Agreement and Disclosure Notice and deposit the requested funds into our Trust Account.

4 Work Commences

Once step 3 is completed, we commence work on your matter.

5 Communication

Our preferred method of communication is email (please advise us if this is not suitable to you). We may also have Teams or Zoom meetings with you or we may schedule telephone conferences.

6 Change in scope of work

If your scope of work changes or you instruct us to do more work, we may require additional funds in trust for the next steps

7 Billing

We will bill you at the end of a task or at the end of the month. If we hold funds in our Trust Account, they will be applied against the invoice.

8 Queries or Concerns

If you have any queries or concerns, please raise them with your lawyer or you can email our Director, Aleisha MacKenzie, at any time during your matter.

CONSTRUCT
LAWGROUP