

Law Office of Ann Vetter-Hansen

Administrative Information for New Clients

1. Communication

I use technology to help me provide cost-effective, fast and personal service to my clients. I encourage you to use email communicate with me as much as possible. However, for urgent contact, the telephone is preferable.

If you don't currently own an answering machine or have voicemail, I suggest that you obtain one of them now. I need to be able to reach you promptly. If it is time consuming to reach you by telephone, then your bill may reflect that.

If you do not have an email account, now is a good time to get one. Alternatively, access to a fax machine is useful. Your access to email or fax often eliminates trips to my office.

2. Your File

I are moving away from paper files to storing all file material, where possible, electronically. As a result, your file will predominantly be stored in electronic format, and the correspondence on your file will be sent in electronic format, whenever possible.

I will forward you copies of all pleadings, reports, relevant correspondence between lawyers, and any other court documents. If you have email that you can rely on for confidential communications, I will use email to send you your copies. It is important to keep this material and to maintain it in an organized format. If you need additional paper copies of correspondence or pleadings, I can make them available to you at the usual photocopying rate.

3. Appointments

I am not available for consultation without an appointment. Please don't drop in hoping to see me, as I may be engaged with another client or busy in court. I want to ensure that you have my full attention when you come into my office.

In special circumstances, appointments may be available outside normal business hours.

Certain aspects of family law are crisis-oriented, and on occasion, lawyers are called to court on short notice. Consequently, on occasion, appointments may have to be rescheduled on short notice. Should rescheduling an appointment be necessary, every effort will be made to provide you with as much notice as possible.

4. Dropping Off Documents After Hours

If I have asked you to bring me documents, and you are not able to get to my office during business hours, you can drop off documents through the slot in my suite door. Please make sure that your documents are securely fastened together and clearly marked with my name.

5. Reducing Costs

It is in your financial interest to make your contact with me valuable to both of us.

- Take the time to completely fill out your intake sheet.
- Provide me with copies of your last three tax returns and paystubs.
- When I ask you to fill out a financial declaration, do so as completely as you can. If you're not certain of an answer, bring me supporting documentation (for example, credit card statements or medical bills).
- When I request documents, deliver them promptly. Delays often result in more contact with you and opposing counsel.
- If you are providing me with a collection of documents, put them in chronological order, and/or prepare an index or list of the material you are giving me.
- Do not treat me as your mental health professional. I am only trained in the legal issues. While I have tremendous empathy for the challenges you are facing in your family law matter, you are better served by a counselor. If you need a referral, I would be happy to assist you.
- Be reasonable in your positions. A reasonable position will help you avoid court proceedings, including trial, and thus will keep your costs down.
- Be prepared to try mediation.
- Consider using email for communicating with me.

6. Your Account

If you have questions about your account, please feel free to call or email. I do not charge for reasonable inquiries regarding your account.

Email: ann@vetterhansenlaw.com

Phone: 360.715.2194

Fax: 866.313.2911

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