



OUR COMMUNICATION COMMITMENTS AND REQUESTS

One of the most common complaints about attorneys is that they don't communicate effectively with their clients. At the Pasadena Law Group, we certainly don't want you to think of us that way! So that you, on the one hand, and we at the Pasadena Law Group, on the other hand, have clear expectations of each other, here are our protocols for communications between us:

WE COMMIT:

- To keep you informed of developments in your matter, by telephone, email or regular mail, as appropriate
- To return your telephone calls within two business days
- To reply to your emails within two business days
- To schedule a time for a telephone call to discuss your questions when appropriate
- To keep privileged communications privileged
- To respect your time and privacy in our communications with you

WE ASK THAT YOU:

- Please call us (rather than sending an email) if you want to schedule or change an appointment (because usually a call is more efficient)
- Please call us (rather than sending an email) if you have a question or concern about the work we are doing for you
- Please do not communicate with us by text message
- Please remember that communications between us are subject to the attorney-client privilege and that sending/forwarding communications to third parties means the privilege has been waived

