



Neal & Wright LLC

Attorneys at Law

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Office Policies of Neal & Wright LLC **Effective December 10, 2007**

Paperless Office. Our firm operates in as paperless a manner as possible. Unless you instruct us that you prefer otherwise, we will provide drafts to you for review via email rather than via mail or facsimile.

Document Retention. At the close of your case, we will maintain the following documents in your file:

1. A signed copy of the engagement letter;
2. In adoption cases, a certified copy of any final order of adoption and the signed Authorization for Future Release of Adoption Documents;
3. A copy of the closing letter.

We will maintain all other documents in electronic format only. We will keep a CD/DVD with all documents from your case. You will have the option to receive a CD containing electronic copies of most documents from your case or to receive the actual documents themselves.

Regardless of whether you choose to receive a CD or the actual documents, you will not receive any documents we consider to be Attorney Work Product. Attorney Work Product includes our notes and research as well as any drafts of documents or correspondence. All documents not provided to you will be shredded, unless otherwise noted above. Adoption files will be kept indefinitely. All other files will be destroyed after seven (7) years.

Billing. Unless otherwise noted in your engagement letter, services by attorneys at Neal & Wright are billed in ten-minute increments. Neal & Wright LLC sends out monthly bills, usually on the first business day of the month. All amounts billed are due within 30 days of the date on the invoice; provided, however, that for certain commercial real estate matters, payment may be deferred until the closing date of the purchase or sale of the property, when the full amount will be paid out of closing funds, at the election of Neal & Wright LLC. Amounts past due may be subject to a late fee of 2% or \$25, whichever is greater, each billing cycle. If you are unable to make payment on your bill, you may contact us to discuss setting up an alternate payment plan. With regard to billing of costs, "extensive copying" means any single copy job of 250 pages or more and/or total copying in excess of 250 pages. When copies are billed as costs, copies will be billed at \$0.10 a page. Neal & Wright LLC clients have the option of paying with a credit card or bank account online via PayPal. All such payments are subject to a 3% administration fee.

Your Family... Your Business... Your Firm!
Adoptions, Commercial Real Estate, Estate Planning, Probate,
Corporate & LLC Formation, and Other Small Business Services



Business Hours. The office of Neal & Wright LLC is open Monday through Friday from 10:00 a.m. until 6:00 p.m. except as noted below. Dan is generally in the office each day. Sherry is generally in the office from 12:00 p.m. until 6:00 p.m. on Mondays and Tuesdays and from 10:00 a.m. until 6:00 p.m. on Thursdays. We may be available on evenings and weekends only by special appointment or for urgent matters.

Holidays and Vacation. In addition to being closed on evenings and weekends, Neal & Wright will be closed at the following times each year:

New Year's Day (Jan. 1)

Martin Luther King, Jr. Day (Third Monday in January)

Memorial Day (Last Monday in May)

Independence Day (July 4)

Vacation (First two weeks of August)

Labor Day (First Monday in September)

Thanksgiving Day & the day after Thanksgiving (Fourth Thursday & Friday of November)

Christmas Eve (Dec. 24)

Christmas Day (Dec. 25)

New Year's Eve (Dec. 31)

Availability of Counsel. Our goal is to provide you with the best service possible, part of which involves being available to you on a reliable and reasonable basis. Our attorneys are usually available through email and telephone during our regular business hours, unless it is a holiday, we are on vacation, or one of us is ill. We will notify you as soon as possible of planned times we will be unavailable if these times are not noted above. If we are temporarily not available during regular business hours, you can expect that we will get back to you within one business day for non-urgent matters and as soon as possible for urgent matters. We are a family-operated law firm and are generally not available due to family commitments on evenings and weekends. If you require service during this time, please notify us in advance when possible. If you contact us after hours, on a holiday, or during vacation without making prior arrangements with us, we reserve the right to charge a one-time fee of \$100 plus an additional \$50 per hour for such after-hours service.

Associating Outside Counsel. At times, it may become necessary for us to associate outside counsel to assist on a matter. Before doing so, we will discuss any such need with you.

Our Pledge to You. Our goal is to provide you with the best legal service possible. If at any time you are not satisfied with the service we are providing, please let us know. If you are satisfied with the service we are providing, please tell us and others!