

WELCOME PACKAGE



LisaFeldstein
LAW OFFICE^{PC}

HERE'S THE SCOOP ON WORKING WITH
LISA FELDSTEIN LAW OFFICE PC



CLIENT SET UP STEPS

STEP 1

Complete our intake form - [CLICK HERE](#)

STEP 2

Send us full names of all involved persons and your photo ID via our intake form (in Step 1), email, text or fax (416-937-8768)

STEP 3

We will send you a Retainer Agreement to e-sign and we will request \$ in advance



SCHEDULING MEETINGS

We can meet in person, via Skype or video conference. We can also set up conference calls.

We can meet during evenings upon request. We do not offer weekend appointments.

You can book a meeting via phone, email or text. (416-937-8768)

RETAINERS



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RETAINER FUNDS ARE PAID INTO A TRUST ACCOUNT

Your money remains in our trust account until an invoice has been sent to you. The required retainer amount will be stated in your Retainer Agreement.

E-transfer

This is our preferred payment method. You can send an e-transfer to lisa@lisafeldstein.ca. Please choose a password we can guess!

Cheque

Cheques are payable to Lisa Feldstein Law Office PC. This is not recommended for urgent matters.

Debit

You can provide Debit authorization online. To do so, [CLICK HERE](#).

Credit Card

You can pay by credit card in person, via phone or online. We accept Visa, Mastercard, American Express and Discover card. For online payments - [CLICK HERE](#)

Cash

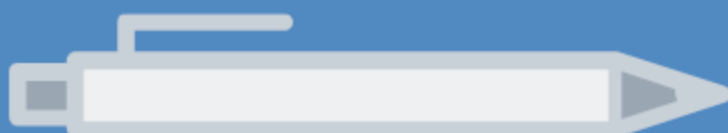
We accept cash; however, you must come into the office to make cash payments so we can provide a receipt.

Wire Transfer

Please advise us if this is your preference so we may provide you with our banking information.

INDEPENDENT LEGAL ADVICE (ILA), IF APPLICABLE

If we will be providing you with ILA, there are a few differences in the set-up procedures.



We will ask the intended parents to e-sign a document acknowledging that although they are paying for your legal advice, this does not make them a client and our duty is solely to YOU. Please send us the intended parent(s)' email address(es) for this purpose.

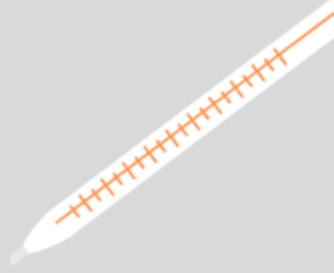
Payment will be made by the intended parents and not by you. Feel free to send the intended parents this document.



FAQS



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Here are some common FAQs. Please let us know if there is anything else we should add!

1 IS THERE FREE PARKING?

Yes, there is ample free parking. When you come visit us, watch out for our colleagues around the corner at the Feldstein Family Law Group (not us)! Look specifically for unit 12 and you'll be fine.

2 IS YOUR OFFICE WHEELCHAIR ACCESSIBLE?

Yes. If you require any other kind of accommodation, please just ask.

3 DO I HAVE TO DO ANYTHING TO PREPARE FOR OUR MEETING?

Usually not, although in some cases we will send you questions to complete electronically in advance.

4 WHO WILL BE WORKING ON MY CASE?

We divide and conquer to ensure files are completed as quickly and proficiently as possible. One of us may take the lead, however, we are typically both involved in every single matter.

5 WHAT IS YOUR SKYPE NAME?

Lisa Feldstein's Skype name is [lisa.feldstein](#)
Priya Somascanthan's Skype name is [p.somascanthan](#)

6 I RESIDE OUT OF CANADA; WILL I HAVE TROUBLE MAKING PAYMENTS?

If you reside outside of Canada or you are paying via an international credit card, your transaction may fail. You will receive a notification instantly if the transaction fails. In such cases, we will receive an alert and add your country of residence with our merchant.

7 IS YOUR FIRM ACCESSIBLE THROUGH PUBLIC TRANSPORTATION?

Our office is located near YRT - Bus14 stop. But a long commute is pretty awful, don't you think? We can schedule a phone call or videoconference instead.

BEFORE MEETING CHECKLIST



COMPLETE INTAKE FORM

[CLICK HERE](#) or visit
www.familyhealthlaw.ca/forms or



SUBMIT PHOTO ID*

Bring or submit a copy of government-issued photo ID prior to our meeting.



SEND US ALL THE NAMES*

If anyone is involved in your case (signing a contract with you or remotely involved in a dispute), we need their names. Err on the side of sending more names, not less.



RETAINER AGREEMENT

Please e-sign our Retainer Agreement. If you have questions, ask away! If you are retaining us with another person, both of you must sign. In such cases, we require both of your email addresses.



RETAINER PAYMENT

Kindly submit the funds prior to our meeting. If you are receiving ILA, ensure arrangements are made in advance of our meeting.

*CAN BE INCLUDED WITH THE ONLINE INTAKE FORM

OUR CONTACT INFORMATION

TELEPHONE: 416-937-8768 (YOU CAN TEXT US HERE TOO!)

EMAIL: LISA@LISAFELDSTEIN.CA & PRIYA@LISAFELDSTEIN.CA

FAX: 416-937-8768

SKYPE: LISA.FELDSTEIN AND P.SOMASCANTHAN

