

RETAINERS



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.

Wire Transfer

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

Credit Card

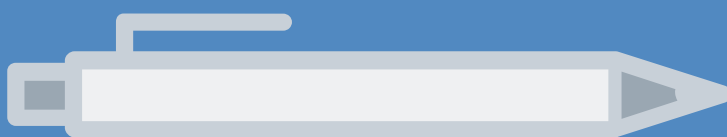
You can pay by credit card in person, via phone or online. We accept Visa, Mastercard, American Express and Discover card. For online payments - [CLICK HERE](#)

Cash

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

INDEPENDENT LEGAL ADVICE (ILA), IF APPLICABLE

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



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

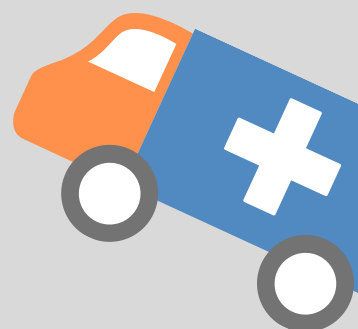
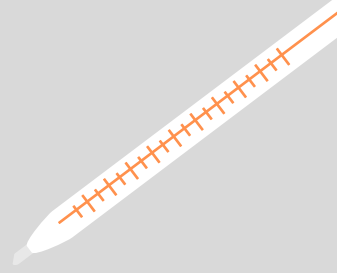
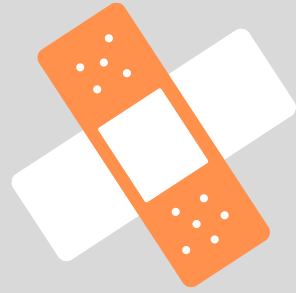
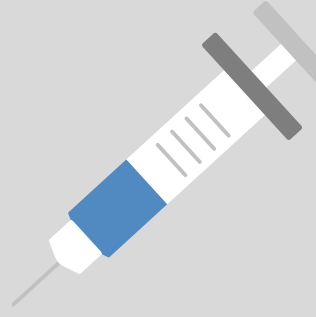
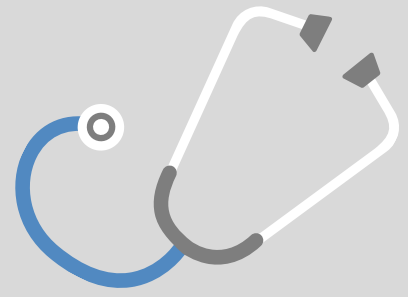
We will ask the intended parents to e-sign a document acknowledging that although they are paying for your legal advice, this does not make them a client and our duty is solely to YOU. Please send us the intended parent(s)' email address(es) for this purpose.



FAQS



Lisa Feldstein
LAW OFFICE^{PC}



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?

Lisa Feldstein will take the lead, but you may interact with others who provide support such as assistants, law students and interns.

5 IS YOUR OFFICE OPEN DURING COVID19?

During the pandemic we are not scheduling in-person appointments. Exceptions are being made for documents that *must* be witnessed in person.

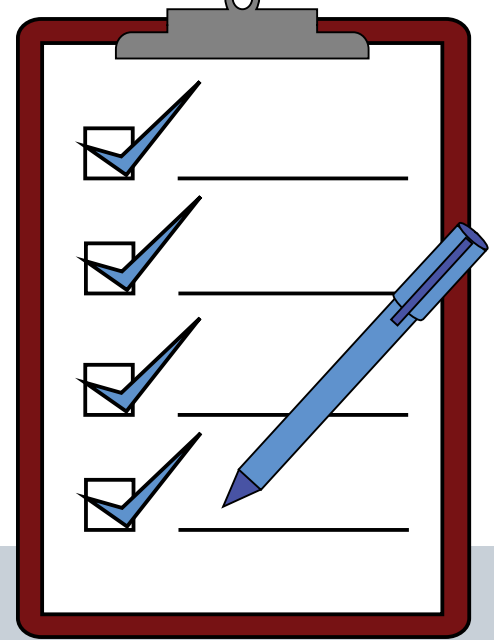
6 I RESIDE OUT OF CANADA; WILL I HAVE TROUBLE MAKING PAYMENTS?

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



SUBMIT PHOTO ID*

Bring or submit a copy of current government-issued photo ID prior to our meeting. You can upload it with your intake form if you wish. You can also hold it up during a videocall. We're flexible!



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. Names are requested in the intake form.



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

LISA FELDSTEIN LAW OFFICE PROFESSIONAL CORPORATION
20 CROWN STEEL DRIVE, UNIT 12
MARKHAM, ONTARIO L3R 9X9
TELEPHONE: 416-937-8768 (YOU CAN TEXT US HERE TOO!)
FAX: 416-937-8768

FOR QUESTIONS ABOUT INTAKE, PAYMENT AND SCHEDULING,
PLEASE CONTACT US AT ADMIN@LISAFELDSTEIN.CA

We help clients
create and protect
their families.

