

## LAWYER REFERRAL SERVICE PROCEDURES

1. The Lawyer Referral Service (LRS) is available to anyone who needs an attorney and does not have one. When an individual has a legal problem and needs the advice of legal counsel, the individual may call the LRS office of the New London County Bar Association. When a potential client contacts the LRS, a staff member first explains the service offered to the public and advises that a \$25.00 referral fee is charged, (with the exception of Personal Injury, Workers Compensation and Social Security disability cases).
2. The \$25.00 referral fee will cover the client's first one-half hour consultation with a participating attorney.
3. If the client would like an appointment scheduled, the LRS staff member conducts a preliminary interview to determine the type of problem and obtain enough information to enable staff to select the appropriate attorney from their files.
4. Following the preliminary interview, the client is advised the LRS will contact a qualified attorney who practices in the area of client's legal issue and with consideration for geographic concerns.
5. LRS staff shall electronically collect the referral fee from the client at the time of the referral. In the event the referral fee cannot be prepaid, LRS will notify the attorney and the attorney shall collect the fee at the time of the first consultation. The attorney will remit the fee to LRS even if he/she forgets to collect it from the client. The client is entitled to his or her one-half hour office or over the phone consultation with the appropriate attorney selected.
6. After the client's request to have an appointment scheduled, the LRS staff member proceeds as follows:
  - a) On a rotation basis, the LRS staff member checks the attorney's file in the proper category and geographic area. The attorney's office is contacted with the parties' names and brief facts as to the type of problem. If an attorney or his/her staff does not timely respond to the referral, we will move on to another attorney.
  - b) Once the attorney's office agrees to the referral, LRS staff electronically collects the referral fee and the client is then provided the attorney's contact information. The client is then instructed to contact the attorney's office directly to schedule a mutually convenient time to meet.
  - c) Once the client has been provided the attorney contact information, an LRS Intake Form will be emailed to the attorney. LRS guidelines require that this form must be completed and returned to the LRS office within 2 weeks.
6. The LRS retains the name and phone number of the client for its records. It reserves the right to communicate directly with the client for the purpose of determining client satisfaction.

## DO'S AND DON'TS

DO refer the client back to the LRS if we have erred in referring the client to your office.

DO please remember that the LRS staff members are not attorneys and cannot give any legal advice.

DO collect the \$25.00 referral fee if circumstances arise where the fee cannot be prepaid electronically. Please remember, that if the client keeps the appointment and the fee is not collected, then you are responsible for the fee.

DON'T consult with a client by phone unless prearranged by the LRS.

DON'T collect the \$25.00 fee for Personal Injury, Workers Compensation and Social Security. In these cases, the \$25.00 fee is waived.