

[Law Firm Name]
[Address]
[City, State, Zip Code]
[Phone Number]
[Email Address]

[Date]

[Client Name]
[Client Address]
[City, State, Zip Code]

RE: Communication Protocols for [Case Name/Matter Number]

Dear [Client Name],

To ensure your legal matter is handled efficiently and to maintain the security of our communications, please adhere to the following protocols:

1. Primary Points of Contact

Your lead attorney is [Attorney Name]. For administrative tasks, scheduling, or document delivery, please contact our legal assistant, [Assistant Name], at [Email/Phone].

2. Preferred Communication Methods

- **Email:** This is our preferred method for non-urgent updates. Please include your Case Number in the subject line.
- **Telephone:** For urgent matters, call our office during business hours ([Hours]).
- **Client Portal:** Please use [Portal Name/Link] to upload sensitive documents securely.

3. Response Times

Our firm strives to respond to all inquiries within [Number] business hours. Please refrain from sending multiple follow-up messages across different platforms for the same inquiry, as this may delay our response.

4. Confidentiality and Privilege

To protect attorney-client privilege, do not include third parties in our emails or use employer-owned email accounts. Avoid discussing the details of your case on social media or with individuals outside of this firm.

5. After-Hours Emergencies

In the event of a genuine legal emergency outside of business hours, please contact [Emergency Number/Procedure].

6. Meetings

All in-person or virtual consultations must be scheduled at least [Number] days in advance. We cannot guarantee availability for unscheduled "walk-in" visits.

Please sign below to acknowledge your receipt and understanding of these protocols.

Sincerely,

[Attorney Signature]

[Attorney Name]

Client Acknowledgement:

Signature: _____ Date: _____