

# FERRY & FERRY

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At Ferry & Ferry we strive to offer the most up-to-date, sound legal advice, and provide a pleasant atmosphere. Often, going through this difficult period in your life can be emotionally and financially draining. In order to provide you with the best legal representation possible and help you control some of the fees and costs associated with your case, please review the helpful information we have provided below. By following these guidelines, you can help us make the most of our relationship:

## PROCEDURAL QUESTIONS

My Legal Assistant is available to assist you with procedural questions, including updates on your case status, scheduling appointments, and help completing your paperwork. My Paralegal is here to assist with more complex matters such as preparing evidence for court proceedings, legal research, and drafting complex legal documents. My staff is highly experienced in Family Law cases. However, the staff cannot provide you legal advice or answer legal questions about your case. If you have questions of a legal nature, these will be referred to the Attorney.

## LEGAL QUESTIONS

The Attorney wants to be available to answer any legal questions you may have. To receive answers in the most economical manner, it is best to group any non-emergency questions and schedule a telephone conference. Often the Attorney is not able to immediately return a phone call due to being in a trial, mediation, deposition, or with another scheduled client. By scheduling a telephone appointment, you can avoid the frustration of "phone tag". It also allows the Attorney to have your file at hand, and give your questions her undivided attention.

## SCHEDULE ALL OFFICE VISITS

We ask that all clients call ahead prior to picking up or dropping off documents, or coming by with questions. This will assure that the Legal Assistant or Paralegal working with you on your case will be available to meet with you. When clients drop by unannounced, it diverts the staff's attention and stops our office work flow. Unexpected interruptions prevent us from completing work product in a timely manner. Keep in mind, we may be working on matters related to your case. Instead, please contact us to schedule a telephone conference or meeting to discuss your case so we can give you our undivided attention.

#### MAKE ARRANGEMENTS FOR CHILDREN

Please make appropriate child care arrangements when you visit the office. The Court strictly prohibits discussing family law litigation with, or in the presence of, a minor child. Accordingly, we cannot allow children, of any age, to accompany clients to our office, even you anticipate your business to be brief. If you are unable to make child care arrangements for your appointment, please call us to reschedule a better time.

#### KEEP CONTACT INFORMATION CURRENT

We want to keep you informed about your case at all times. If mail is returned or e-mail is not checked daily, time is lost and you may not receive critical information about your case. Many updates are time-sensitive and it is important for you to receive as much notice as possible. If you are still residing with your spouse or your current circumstances require you to move, we strongly suggest that you obtain a post office box. Please notify our office of any changes of your current telephone numbers. If you have authorized us to send your mail by e-mail, please remember that you are required to check for new messages from us at least once each day. If we cannot reach you, we cannot effectively represent you.

#### MAKE YOUR OWN COPIES

We need two sets of all discovery documents (i.e., typically financial records). One set is for our office and one set is provided to the opposing party pursuant to the requirements of law. When you make your own copies at an office supply store, such as Staples or Office Depot, there can be significant savings. Additionally, the time we would spend making copies could be better spent focusing on more important aspects of your case. We do not keep your original documents. If you provide us with originals, we will make a copy and return your originals for your personal records.

#### ORGANIZE YOUR DOCUMENTS

We will give you instructions with a list of documents that are mandatory for you to provide. These should help you organize your documents. By following the instructions and attaching the document(s) in the order they are listed, you will be much more familiar with your records, which will help prepare for the different phases of your case. Again, it is more cost effective if the documents are organized upon delivery, so that the cost of arranging the documents will not be necessary.

#### PROVIDE COMPLETE COPIES

We are required to provide complete documentation. A great deal of time can be spent in looking through incomplete documents and having to follow-up to complete those items. For example, complete bank statements are often required. If the statement has three pages, all three must be provided. Please provide all statements for each month of each year requested. If complete documents are not provided, there can be repetitive requests and additional billing to complete these documents.

### NEATNESS COUNTS

As you have already become aware, there are many documents to be prepared and forms to be completed in your case. Although no one has perfect penmanship, writing that is difficult to read will take more time to decipher. Certain forms, such as your Answers to Interrogatories may be typed and emailed to us, which will save significant time spent typing handwritten responses and a cost savings to you.

### QUESTIONS ABOUT YOUR BILL

The practice maintains a busy caseload and unpaid accounts reduce the resources available to all our clients. If you have questions about your bill, please contact the office manger (Kathy) or my Administrative Assistant (Sarah) to discuss your account and make payment arrangements. My legal assistant and paralegal cannot assist you with matters related to your account.