

# IWLF Communication Policy

*Communication is very important to us. We want you to know what is happening in your case. Here are a few points to help you communicate efficiently and effectively with your legal team:*

- ❖ Time in the office with an attorney and telephone calls with an attorney are by appointment only.
- ❖ We will do our very best to respond to your questions within 24 hours **HOWEVER** some questions require us to wait on answers from other people (like adjusters or defense attorneys) and this can sometimes take time. **We will call you when we have new information to give you** – we will not call you just to tell you we are still waiting on a response as this is not productive. Even if we do not get the information we need from the adjuster/attorney within the 24 hour period, **we will continue to follow up on your issue until it is resolved**.
- ❖ If you have to leave a message, leave a DETAILED description as to what it is you are requesting or explanation of your question so we can be prepared. Leaving a message with your name and “please call me” is not acceptable because it is not something to which we can give a useful response.
- ❖ Issues or questions will be handled through the receptionist and, when appropriate, escalated to the appropriate legal secretary, paralegal or attorney to be addressed. **The receptionist is your first point of contact with the office. Help us help you by clearly telling her what your call is specifically about.**
- ❖ Workers’ Comp takes time. **Calling the office every day, or even every week requesting an “update” is not productive**; when there is an update to be given, an IWLF team member will contact you.
- ❖ Personal cell phone numbers for **ANY member** of the IWLF staff are **NEVER** given out.
- ❖ Non-attorney staff at IWLF **DOES NOT** give legal advice.
- ❖ ALL communications with our office should be kept confidential.

**We do this to serve YOU better!**