



CERNITZLAW

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NEW CLIENT PACKET

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After you have reviewed these materials, if you have any questions or need assistance, please call us at your convenience.

YOU CAN FOLLOW CERNITZ LAW ONLINE:

WEBSITE: [HTTP://WWW.CERNITZLAW.COM](http://www.cernitzlaw.com)

FACEBOOK: [HTTPS://WWW.FACEBOOK.COM/CERNITZSHANBRONLLC/](https://www.facebook.com/CernitzShanBronLLC/)

TWITTER: @CERNITZLAW



THANK YOU FOR CHOOSING THE CERNITZ LAW FIRM TO REPRESENT YOU.

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On behalf of our entire staff, we would like to welcome you. We are humbled that you have trusted us for assistance with your legal matters. Enclosed you will get to know us and our team and see that we endeavor to always provide the best representation, results, service & client care.

ABOUT US

When preparing a litigation strategy, we take a creative “think outside the box” approach to every client’s legal needs. We work tirelessly to find new angles and tactics to aggressively pursue your case. Attention to detail is paramount.

One of the guiding principles of our firm is communication and transparency. Our clients come first, and we are always available to address your questions and concerns.

It is our sincere commitment to you that you will never be expected to explain your issues to assistants or paralegals, be forced to call multiple times before receiving a reply, or ever feel out of the loop. We are always here for you.

Every good attorney-client relationship is built on mutual trust and respect, and we see our relationship with our clients as nothing less than a partnership. We will persistently advocate for you to get you the settlement you deserve.

TEAM



Justin P. Cernitz, Founding Partner

Justin is the Founding Partner of Cernitz Law. He counsels and represents clients on a variety of insurance and personal injury legal issues — including First-Party Property Insurance Disputes, Bad Faith Litigation, Medical Malpractice, Personal Injury Protection, Personal Injury and Catastrophic Injury, Wrongful Death, and Nursing Home Negligence. Email: jcernitz@cernitzlaw.com



Candise Shanbron, Managing Partner

Candise is the Managing Partner of Cernitz Law. Her entire legal career has been devoted exclusively to the practice of property insurance law. Having spent the first five years of her career representing insurance companies, this gives her a unique perspective and advantage in representing policyholders. Since 2008, Candise has been zealously and passionately advocating on behalf of policyholders throughout the State of Florida. Email: cshanbron@cernitzlaw.com



Adam S. Feldman, Partner

Adam is a Partner and the chair of the Commercial and Business Litigation Department at Cernitz Law. With a background studying business, along with his extensive legal experience, Adam provides efficient and practical solutions for businesses and individuals who need them, including matters related to Contracts, Foreclosures, Business Counseling and Corporate Matters, Business Torts, Collections, and more. Email: afeldman@cernitzlaw.com

Office Hours

Cernitz Law's office hours are as follows:

Monday through Friday

9:00 a.m. to 5:00 p.m.

Holidays: Our office is closed for all Federal Holidays.

You can contact the staff and attorneys at Cernitz Law in the following ways:

Telephone: (305) 370-3255

Facsimile: (305) 384-7033

Mail: 9500 South Dadeland Blvd. Ste. 350, Miami, FL 33156

Website: <https://www.cernitzlaw.com>

If you wish to speak with an attorney or staff member in person, please call and make an appointment to ensure that we are available and can provide you with the attention you deserve. If you drop by unexpectedly, we cannot guarantee that the person you need to see will be available. Please call our office before you stop by to ensure we are available to receive you.

YOUR EXPECTATIONS

COURT, JUDICIAL OR ADMINISTRATIVE PROCEEDINGS

We cannot control the court's schedule, calendar or docket. Courts schedule cases as they are processed and in line with the thousands of other cases filed. You will not be happy with the time it takes your case to get through the system so please do not expect to be. There are thousands of cases filed in your county each year and if your case is contested in any way it can take months and even years to finish. If you are involved in a contested case, the opposing attorney may be very aggravating and frustrating to you because he or she may accuse you of things you have not done, may be litigious (wanting to fight about everything), may work to delay calls, or may be non-responsive to requests from this office. It is unrealistic to expect that we can control how an opposing attorney handles his/her file or practices law. Venting your frustration over the opposing attorney's behavior on our office does not remedy the opposing attorney's behavior.

There are costs incurred and associated with legal proceedings. Some costs are minimal, such as copy charges and postage charges. However, larger costs such as filing fees, court reporter fees, transcript charges, the costs of having someone served with process, expert witness fees and investigative fees. For the cases we handle on a contingency basis, these costs will come out of your total recovery. For cases that we handle on a billable basis, we will provide you with a cost estimate and will provide you with direction for paying those fees either directly to the court or by

providing our firm with a cost deposit in advance that will be held in your client trust account until the cost is paid.

ACCESS TO THE ATTORNEY

We are unavailable on weekends or holidays so our employees can spend time with their families. Attorneys work by appointments only and only during business hours. Please do not show up at our offices to speak with an attorney without an appointment. Do not show up at our office on Friday. We are closed to the public on Friday so we can work on cases, including yours, and unexpected visits delay necessary work and never result in access to the attorney.

LEAVING MESSAGES

Throughout your legal proceeding or experience, you will become frustrated and upset and want an immediate response to your concerns. You may call our office for information or confirmation of your concerns (please see our Telephone Policy included in this packet). When you call our office, please leave a message. We are good at our job, but we cannot read minds. If you do not leave a message, we do not know you called. Accusing us of failing to communicate with you or failing to return calls when you do not leave messages is inappropriate client conduct and only causes friction between you and our office when we are doing our best to assist you. This also makes it more difficult and more expensive to assist you because we will be required to reduce all contact with you to writing to avoid accusations and allegations that you may make in the heat of frustration.

ADVICE FROM FRIENDS, FAMILY AND THE INTERNET

Most of the research you do about your case online or the advice you get from friends or family will be incorrect or not applicable to your case, so you should not compare what is happening on your case to what you find online or what friends or family may tell you. As your attorneys, we are the only reliable source of information regarding the process and status of your case. Take no action based on information from friends, family or the internet. If you are confused or concerned, we are happy to discuss the issue with you.

MISTAKES

Do not think we are perfect. Do not think the courts or clerks are perfect. Do not think that government agencies and personnel are perfect. Mistakes occur in the system despite everyone's best efforts.

We are competent attorneys, but we make mistakes. We will correct a mistake if we find it or if you point it out. Please do not yell at us, accuse us of not doing our job, or insult us over a mistake. We reserve the right to terminate representation of clients who act inappropriately.

If you believe you have found a mistake made by a court, a clerk, government agency or employee in your case, politely bring it to our attention. Do not call the court, clerk, government agency or employee directly.

us over the mistake. To the best of our ability, we will provide you with an explanation of the issue and, if possible, make efforts to have the mistake corrected.

Do not yell at them or us. Do not accuse us of not doing our job or otherwise insult

INSURANCE CLAIM PROCESS & POINTS:

Establishing Claim & Sending Notice of Representation.

- If claim has been presented by our office the insurance company typically assigns an adjuster to your claim within 24-48 hours of us reported the claim.
- Once we have reported a claim on your behalf and our notice of representation has been sent to the insurance company, they are not allowed to contact you directly. Some adjusters will try to be tricky and get information in order to use it against you. DO NOT SPEAK WITH ANY INSURANCE COMPANIES. If they contact you, tell them you have legal representation and provide them our name and number, make sure to get their name and call back number and notify us immediately.

TELEPHONE POLICY

Office telephones are answered during regular business hours. No staff or attorney cell phone numbers will be provided to clients. A voice mail system is available for messages after hours or when we are unable to answer the telephone during business hours. You are entitled to make reasonable requests for information concerning your case. To accommodate your need for information, we have instituted the following telephone policy:

1. When you call the office, please identify yourself and your case. If it is a routine question such as the time of a hearing, whether you must be present or what a term on a form means, please ask the legal assistant or paralegal for the answer. All scheduling questions must be directed to legal assistants and paralegals because they keep the calendar.

2. When an attorney or staff member is unavailable, please leave a message. If we are unable to answer, leave a message on the voicemail or we do not know you called. Your message is given to the individual you are trying to reach as soon as they are available and will be returned as soon as possible. Please do not leave multiple messages for the same question unless there is a change in the status or your contact information. If your question requires more detailed discussion, our staff may arrange a telephone conference.

3. In the event of a true emergency occurring after hours, our voicemail system has a direct call to attorney home feature. This will allow us to assist you in the event you have a true emergency after hours. If a non-emergency message is left on our emergency system, your message will be returned the following business day. To honor our attorneys' and staff members' privacy, please do not call them at their homes or on their cellular phones.

4. Non-emergency messages left on the voicemail system after hours will be returned the first business day following your message.

Electronic Communication Policy

E-Mail Service of Documents

We now offer our clients the option of receiving delivery of copies of documents from our office electronically.

If you elect to receive electronic (e-mail) service, you will not receive paper copies of documents, including court pleadings/filings, from our office unless otherwise specified or unless required by Florida law. You may continue to receive certain items from our office by U.S. Mail at our discretion and determination (these may include but are not limited to notification of due dates, certain correspondence, or other items that require action on your part).

If electronic service interests you, please request an Acceptance of Electronic Service from our office staff. Once we receive an executed Acceptance, we will begin providing electronic service/delivery at the e-mail address you specify, pursuant to the terms of the Acceptance.

Because e-mail is not a secure or reliable form of communication, we do not require our staff or attorneys to communicate with clients via e-mail. If the individual staff member or attorney chooses communication via e-mail, the following policies apply:

1. All e-mails are treated for file management and responsive purposes as written communications and in the case of our billable cases, will be used for billable purposes.

2. E-mails cannot be responded to instantly and some may not be answered for several days. Please do not expect an immediate response and do not send multiple e-mails regarding the same question.

3. E-mails sent outside business hours will not be received until the next business day after the e-mail was sent. We do not require staff or attorney to respond to e-mail outside business hours.

4. E-mails are not a secure form of communication and we cannot guarantee that they will not be exposed to viruses, security breaches or other problems that plague electronic communication. You send and receive e-mail with our firm at your own risk.

5. We cannot guarantee that we will receive your e-mails or that you will receive ours. There are many reasons why e-mails are blocked by systems or just lost. If our firm experiences consistent email problems with you and/or your email address, we may require communication by mail or fax instead.

6. Never transmit secure information such as social security numbers, credit card information and/or financial information via e-mail. There is no guarantee that the information sent will remain secure at all times.

7. Finally, if you are going to communicate with our staff members and attorneys via e-mail, remember that these are professional and business addresses. Do not send spam or mass e-mail to these addresses. Do not add these addresses to your general "joke" email list. If our staff members' or attorneys' e-mail addresses receive spam, mass and/or "joke" e-mail, our system may block all other e-mails from the offending address to protect our network, which means you will be unable to communicate via email. If you would like to communicate with an attorney or staff member via e-mail, please ask if they would prefer that form of communication. If you attempt to communicate with them without first obtaining their permission, they may not respond due to security concerns associated with unsolicited email or emails received without permission. Do not be offended if our attorneys or staff would prefer a more secure and reliable form of communication with you.

Text Messaging (SMS/MMS) Policy

Pursuant to our Telephone Policy, no staff or attorney cell phone numbers will be provided to clients. This includes text messaging. Because text messaging is not a secure or reliable form of communication, we do not communicate with clients via text messages. Text messages received by our attorneys or office staff will not be responded to due to security concerns.

Our attorneys and office staff will not send text messages to clients for any reason. If you receive a text message that you believe was sent from our office, please contact us immediately by telephone.

Please do not be offended that our attorneys and staff prefer a more secure and reliable form of communication with you.

If you ever feel we are not living up to these policies, please let us know.

Important and Helpful Information

We strive to provide quality legal work, sound legal advice and a pleasant atmosphere. Often going through this difficult period can be emotionally, and in some cases, financially challenging. Therefore, we offer the following suggestions that can help you manage your expectations and be in control of certain aspects of your case to assist us in our representation of your case:

Provide Complete Copies

Documentation is required to be complete. A great deal of time can be spent looking through incomplete documentation and having to follow up to complete those items. For example, if an invoice or estimate is requested and there are three pages to the invoice or estimate, be sure to include all three pages, even a blank page.

Neatness Counts

As you already know, there are many documents to be prepared and forms to be completed in your case. Your assistance in completing these forms is essential. Although no one has perfect penmanship, legible handwriting reduces your costs. Writing that is difficult to read will take more time to decipher.

Handling Procedural Questions

Legal Assistants and/or paralegals are available to answer general and procedural questions, provide you with a case status and scheduling information, and assist in completing paperwork. However, legal assistants cannot provide legal advice or answer legal questions. If your questions are of a legal nature, they will be referred to the attorney.

Handling Legal Questions

If your questions are of a legal nature or are such that the legal assistants/paralegals cannot answer them, our attorneys want to be available to answer your questions. To receive answers in the most efficient manner, it may be best to schedule a telephone conference. Often, the attorney may not be able to immediately return a call due to being in client meetings, trial, mediation, hearings, and/or depositions. A scheduled telephone conference/appointment avoids the frustration of "phone tag" and allows the attorney to provide you with her/his undivided attention.

Schedule All Office Visits

We ask that clients call ahead prior to picking up or dropping off documents or coming by with questions. This will ensure that an attorney, legal assistant or paralegal working on your case will be available. Additionally, it will allow you to receive his/her undivided attention.

Continue to Provide Current Contact Information

We want to keep you informed about your case at all times. If mail is returned due to an incorrect address, time is lost and the cost to resend the item is passed on to you. Much of the information is time-sensitive and can include important deadlines for which you will need as much notice as possible to prepare. Please notify our office immediately of any changes of your current home, work and/or cellular telephone numbers, e-mail, address and/or fax number. If we cannot reach you, all questions have to be handled via mail and that increases your costs.

Accept E-mail Service

As with copy and facsimile costs, time and costs associated with mailing and postage are passed on to you. If you are interested in receiving e-mail service of documents, letters, court filings and other papers and pleadings, please call our office to obtain an Acceptance of Electronic Service. If you receive electronic-only service of papers and pleadings, nothing will be physically mailed to you unless we determine it necessary or you specifically request it, which can reduce your postage and copy costs significantly.