

We at the Law Offices of Justin Thomas Allen believe that the client comes first. To that end, we have put together a **Client's Bill Of Rights**. We will strive to honor each and every one of these edicts every day that we are working on your case.

Because our clients come first, we pledge to:

1. **We Will Keep You Informed.** We answer our phones with professional and intelligent employees. We return phone calls, emails, letters and other communications between you and us. It has been said that failure to return phone calls is the number one complaint that clients have with other attorneys and business in general. We also have started a regular newsletter on topics of interest and we encourage feedback by email or other means. We also encourage our clients to tell a friend about our newsletter and website.
2. **We Advocate Your Case With Zeal-** We will work hard to bring all of the pertinent facts of your case to the courts attention where appropriate. We will bring all communications between opposing counsel and us to your attention. We will give you the opportunity to review all settlement offers before making a decision whether or not to resolve your case.
3. **We Work Together As A Team-** Litigation is a collaborative process. We need for our clients to be involved in the process by updating contact information, asking questions and providing details that assist us to advocate your position. We will prepare you for all hearings, testimony, depositions and other meetings to try to assuage any insecurities you may have about public appearances.
4. **We Are Ethical Attorneys'-** We believe seriously in the ethical practice of law. We will not continue a case that presents conflicts of interest. We will not present a case that we don't believe in.
5. **We Promise To Be Prepared-** We have witnessed all too often other parties whom did not prepare a written argument for court. This lack of preparation leads to failure. We cannot guarantee any result but we pledge to always be prepared for oral argument(s). We also dress the part by wearing professional attire including suits, and ties.
6. **We Strive To Be Efficient-** We know how expensive it is to hire an attorney. We offer the ability to You to obtain all of the communications, copies of letters, pleadings, court orders and other documents in pdf format through email attachments. This saves time, money and a few trees in the process. We are also working on a computer system that will enable us to use less paper in court.

7. **We Strongly Believe In Civility-** We treat other attorneys, other parties and other courts the way we want to be treated and that is with respect, kindness and with good manners. It is a lot easier to get a good result for our clients when we do not alienate those we work with on a regular basis. We have forged relationships with many attorneys in the state of California and elsewhere that share our belief in civility. We are members of two (2) Inns of Court—the Wray Ladine Inn of Court in Modesto and the Consuelo Callahan Inn of Court in Stockton—these institutions believe and espouse ethics and civility in the practice of law.
8. **We Will Bill On A Monthly Basis-** The last thing that you need when making a decision about a legal matter is to get hit with a huge bill at the end of representation. We break the bill down into smaller monthly bills which can be paid on a regular basis. We accept Visa, Mastercard and Debit Card with through Visa and Mastercard. Of course, we also accept checks, cashiers checks and cash. We provide receipts for all money received by us and we deposit unearned fees into a separate Law Office Trust Account. We have a professional accountant that verifies our balances and we watch your money closely to make sure it is spent in the most efficient and effective manner possible.
9. **We Learn From Our Mistakes-** We have made mistakes in the past but we strive to learn from those mistakes and to operate with a mind towards continuous improvement in everything we do. We hold regular meetings with staff and other professionals in the community to learn new ways to advocate in a professional and effective manner for You. We believe in Total Quality Management which means that we teach our staff how best to serve you in each particular area of law we handle. We implement check lists and other mechanisms to make our service more efficient and effective in your representation.
10. **We Keep Your Confidences and Trust Within The Office-** We promise to keep your secrets and never to divulge any personal information about you to any person, entity or publication outside of our office without your express written consent. This is the Attorney-Client Privilege and it is the most important consideration when hiring an attorney. You will never find any names of any clients on our web site or any publications because we allow our clients to speak freely about their results whatever those might be.

We look forward to you becoming a client. If we cannot help you now we hope you consider us in the near future.

Thank you for reading,
Justin T. Allen

Justin Thomas Allen,

Mediator and Attorney at Law



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