



Edward Olkovich Law Professional Corporation

Certified Specialist (Estates and Trusts Law)

62 Jane Street Toronto, Ontario M6S 3Y4 Phone: 416 769-9800 Fax: 416 769-9440

edo@MrWills.com www.MrWills.com

What's the Key Moment in Every Relationship?

The simple answer is that every moment is important. That's why you can expect professional service from the first moment we start a relationship.

My firm is committed to providing you with quality legal services. Investing in my legal services will give you the benefit of my experience.

Please review this welcome letter. It will help us develop our relationship and avoid any misunderstanding.

Tell me what you think

I am always trying to improve. Please tell me how I am doing – if I am off track, tell me quickly. If I am doing well, tell everyone.

What other expectations do you have of your lawyer?

Your introduction to people like you is greatly appreciated. You can be sure that I will treat all new client introductions from you professionally.

I am dedicated to helping you benefit from my advice and experience. I look forward to working with you. Please review my answers to clients' frequently asked questions.

Answers to Questions Frequently Asked by Clients

Q: What are Ed's qualifications?

A lawyer since 1978 and one of the first lawyers certified as an Estates & Trusts Specialist in 2004. My professional credentials include:

- ✓ Currently I sit on the Law Society's specialty board certifying all legal specialists in the Province of Ontario
- ✓ Author of more than 7 estate books
- ✓ Former instructor for the Bar Admission Course for the Law Society of Upper Canada in Estate Planning, Tax and the Business of Law
- ✓ Past chair of the Law Practice Management and General Practice Sections and member of the Estates and Trusts Section of the Ontario Bar Association
- ✓ Founding chair of Make-A-Will Week and co-chair of Make-A-Will Month Campaigns for Ontario
- ✓ Regular speaker to estate planning groups across Canada
- ✓ Frequently quoted in national publications and media guest

Q: What can I expect?

You will be treated with courtesy at all times.

I will give you independent advice in a manner you can clearly understand. You will know your legal alternatives so you can make the best decision. Legal costs will be explained to you.

Information you provide is private and confidential as permitted by law.

I do not share your information or release it to anyone. You have "Lawyer / Client Privilege". That means you can tell me anything and I cannot be compelled to say anything to anyone.

I strive to execute all your instructions without error the first time. In case any problems arise, you will have resolution in a timely fashion.

As a Certified Specialist, I am committed to advanced continuing professional education each year to provide the best service for you.

Q: What is the office set up?

The Ed Olkovich team includes:

Darlene...Law Clerk, who supports Ed with your will, estate and litigation needs (ext.222)

Eletra...Law Clerk, who supports Ed in real estate and estate needs (ext. 225)

Patricia ... Assistant (ext.223)

Ed Olkovich BA, LLB, C.S., TEP, provides the legal programmes for the firm (ext. 224)

Q: What are the office hours?

My office hours are: Monday through Friday 9:00 - 5:00 p.m. except on Wednesday when my office closes at 3:00 p.m. Appointments and documents are always signed at my office during these hours.

Q: Can I use e-mail?

E-mails and cell phones are not secure and confidential. If you send us an e-mail, we will assume that you wish us to communicate using e-mail.

Please let us know if your wishes or email addresses change.

I cannot give legal advice by email or answer all questions you email. There are problems with confidentiality, possible confusion and misunderstanding.

Please note, you will be billed for time spent reading and replying to your e-mails.

Whenever you need advice, I will require that you to make an appointment. This is important to ensure you obtain the desired results.

Email is not reliable. This means you cannot, for example, give us your instructions, or make appointments, without confirming this with our office.

Q: What about legal fees?

Legal fees are often a mystery to clients. If I don't discuss my fees as soon as possible, many clients feel uncomfortable. If I discuss my fees too quickly, you may be left with the impression that's all I care about.

So let's clear the air.

I care about you as a client and building a reputation and relationship as your trusted advisor. This means that I discuss up front what things will cost. My experience, legal advice and expertise provide you with a valuable return for your investment.

Q: How much will you charge?

I am reasonable when charging fees. Some professionals may offer you lower fees but not provide you with the same results or level of service.

Our fees are designed to provide you with the level of service you require. Please understand that lawyers are not in the business of selling paper products or their time.

I will try to avoid any billing surprises. I will explain my standard fees in advance. Please feel free to ask questions at any time about any billing matter.

Under the rules of the Law Society, if you are not satisfied with any fees that you are charged, you have the right to have them assessed by a court officer.

Q: What are your hourly rates?

My current hourly rate as a specialist is \$525.00 per hour, based on over 30 years experience. You should never base your decision to hire a lawyer on one factor alone. If you decide to hire a lawyer strictly on the basis of a low hourly rate, you may be making a mistake.

Q: Will I receive a fee estimate?

Not all fees can be properly estimated in advance. Some services involve flat rate fees or block fees to cover costs. This includes our standard fees for procedures like a basic will or transferring an estate property.

Disbursements are usually not specified in our fee estimates. These include out-of-pocket expenses incurred on your behalf such as courier charges, government filing fees and production expenses.

I will ask you to sign a separate agreement to hire my firm. This is called a retainer agreement. It is not valid until you provide me with a deposit for my fees.

Q: Why do you need photo identification from me?

The Law Society now requires that I obtain photo identification when I receive a deposit for fees from clients. This is usually done when the retainer agreement is signed.

I will need you to bring acceptable photo identification (passport, driver's license, photo health card) to our first meeting.

I cannot open a file and start working for you until I have been retained and received this information including your name, address, telephone number and occupation.

I am required to verify your identity and retain this information in my file.

Updated 2010-06-03
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