

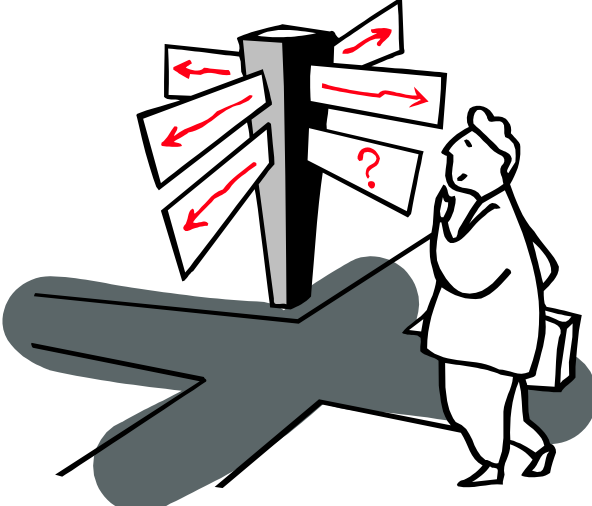
Office Locations

Durham:

Our physical address is 323 E. Chapel Hill Street, Suite 203B, Durham, NC, 27701. We are on the second floor the post office at the intersection Chapel Hill Street and Rigsby Street. There is a parking deck directly across the street from the building and an elevator is available for convenient access to the office.

Chapel Hill:

Our physical address is 1829 E. Franklin St., Suite 1829A, Chapel Hill, NC, 27514. We are located in the office complex at Franklin Square, just before the intersection with the Trader Joes shopping center.



Office Policies &  
Information for  
Clients



Office Contact Information

Phone:	<b>919.885.4LAW</b> (4529) 919.321.6569 888.279.8618
Fax:	919.321.0335
Web:	<a href="http://www.KisalaWatkins.com">www.KisalaWatkins.com</a>

## Thank you for your business!

Thank you for choosing the Kisala Watkins Law Group, PLLC to represent your legal needs. We greatly appreciate your business, and aim to meet or exceed your expectations. We have an excellent track record of delivering outstanding customer satisfaction and have received a great deal of thanks and praise from our clients as a result. This guide covers some of the standard office practices and procedures at Kisala Watkins Law Group, PLLC.

### Client Responsibilities

Clients must be truthful and cooperative with attorneys and staff, and keep attorneys and staff reasonably informed with developments and informed of the client's address, telephone number, and whereabouts. **We cannot help if we don't know all of the details of the problem!** If applicable, each client is responsible for maintaining a balance in the attorney's trust account sufficient to cover costs associated with their matter.

### Law Office Responsibilities

Attorneys and staff will perform the legal services called for with diligence, care, and within conformity with the North Carolina Rules of Professional Conduct, keep client informed of progress and developments, and respond promptly to the client's inquiries and communications. Attorneys will report all offers of settlement, as well as offer opinion and comment on such offers.



## Fees

### Hourly Fee

The default method for this law office for client billing is an hourly-fee billing method. Unless otherwise agreed to ***in writing***, this office will operate on an hourly-fee billing method. This means that the client is charged according to the schedule of fees listed below. The attorneys and support staff track their time spent on the case, and bill monthly according to the contract. It is the client's responsibility to ensure proper payment when invoice is received.

### Flat Fee

For some matters this office will offer a flat up-front billing system that includes all of the necessary expenses of providing you with the very best legal service. This is simply a fee charged at the beginning of representation and remains the same, regardless of the complexity or duration of your legal matter. Flat fees are common in traffic, criminal matters, estate planning, and other areas of law where the duration and scope of work are predictable.

### Contingency Fee

In a contingency fee case, this office does not charge a legal fee at the beginning, and instead only takes a percentage of the amount recovered at the end. However, the client will be responsible for court costs, fees, and other costs incurred as a result of the case. If there is no recovery at the end of the case, the attorney does not receive anything. Contingency fees are common in personal injury claims, as well as some other tort claims.

## Legal Fee Schedule

Attorney Kisala Hourly Rate	\$185.00 Per Hour
Attorney Letter Writing Fee	\$285.00 per letter
Attorney Watkins Hourly Rate	\$175.00 Per Hour
Legal Assistant	\$70.00 Per Hour
Fax	\$1.50 Per Page
Black and White Printing	\$.25 Per Page
Color Printing	\$.75 Per Page
Courier Fee	\$25.00
Driving Record Check	\$15.00
Criminal Record Check	\$25.00
Notary Fee	\$5.00 Per Document
Travel Mileage	\$.55 per mile

### Durham:

323 E. Chapel Hill Street, Suite 203B  
Durham, NC 27701

### Chapel Hill:

1829 E. Franklin Street, Suite 1100A  
Chapel Hill, NC, 27514

### Mailing:

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