

The Law Office Of Keith R. Miles, LLC



CLIENT RELATIONS

Working with The Law Office Of Keith R. Miles, LLC

The mission of the firm is to take care of each client like they were our only client. Everything that we do within this office is intended to fulfill that goal. When you retain our office for your legal needs, we promise the following:

- We try to accommodate all appointments within a week or two from the initial contact.
- Your attorney will always show up to the meeting as scheduled.
- Your emails and voicemail messages will never go unanswered and will usually be responded to within 24 hours.
- You will be communicating directly with your attorney on most, if not all, occasions.
- You will receive updates on the developments of your case and the anticipated timelines for completion of your documents.
- **If your matter is time-sensitive, we will not agree to represent you unless we can meet your deadline.**
- Your attorney will always take the time necessary to address your concerns, analyze your situation, and answer your questions so you can make an informed decision.
- We will maintain contact and welcome your questions and comments even after your estate planning documents are completed. We don't charge for phone calls about the estate plan that we prepared, we offer an Estate Plan Maintenance Program, and we always welcome you checking in with us to let us know what has changed in your life.
- We will be transparent and open about our fees. You will know how much our services will cost before you sign the agreement for services, and you will never receive an invoice with additional charges without your prior consent.

Checking Whether or Not We Are A Good Fit

1. **If you are looking for a law firm just to prepare template estate planning documents, then we are not a good fit.** All of our plans are custom drafted and individually tailored to you and your family after an extensive analysis of your circumstances.
2. **If you are looking for an estate planning attorney who will not try to get to know you and ask personal questions, then we are not a good fit.** The nature of our services is deeply rooted in knowing our clients, their family, and their asset situation well in order to provide the best care.
3. **If you cannot follow and respect our office's procedural and administrative policies, then we are not a good fit.** Our attorney-client relationship can only be maintained if we have mutual trust and respect for each other's time.
4. **If you are looking for a law firm that is simply the cheapest, then we are not a good fit.** We set the fees for our services based on the value provided to client.
5. **If you're looking for an attorney that is:**
 - honest, knowledgeable, experienced, and responsive;
 - that can prepare the estate planning documents you need;
 - plan for various tax consequences of your estate planning decisions;
 - can assist with issues related to the implementation of that plan in the event of your death or incapacity;
 - can handle your IRS and State tax problems; AND
 - who also wants to maintain a continuing relationship with you and your family;**..... then we are a good fit.**