

Our Initial Consultation Policy

Dear Prospective Client:

As our practice is growing, more and more potential clients who have seen us on TV, heard us on the radio, seen us speak at a seminar or been referred by others, are calling us to ask "just one quick question". We very much appreciate the inquiries and would love to answer all these calls and questions at no charge. However, given the current volume of those calls, if we did that, we'd be on the phone all day doing nothing but giving out free advice and we would soon be out of business, which would be unfair to our paying clients. So, for those of you who have questions for us, we would be happy to speak with you, but we must charge for those consultations.

For all of my initial consultations (except potential lawsuits), there is a charge of \$100 per 15 minutes, due and payable at the time of the consultation (\$100 is payable before the consultation begins with any charge for consults that last longer than 15 minutes being due and payable at the conclusion of the consultation). While the length of each consultation will vary depending upon the facts and the individuals involved, I can typically handle most prospective clients' questions within the first 15 to 30 minutes.

We recognize that some of you may be concerned about paying in advance for these consultations because you have no prior experience with us. We're confident in our expertise and that we can answer your questions, but we want you to judge for yourself and we want to make the consultation process as risk-free as possible. So, we're happy to offer this "**double protection**" for you, our prospective client:

1. **100% Satisfaction Guarantee:** If you are not satisfied that I answered your questions, there will be no charge for the consultation. To be clear, this is not a guarantee that you will like the answers I provide. Sometimes, for example, I may tell a prospective client that they cannot legally do something they want to do. While the client may not like that answer, it nonetheless is an answer to the question and one the prospective client needed to hear.
2. **100% Refund Upon Retainer:** If you end up retaining our firm, as we hope you will, then we will refund 100% of the consultation charge (we will typically do that by simply applying your paid consultation fee towards the retainer required for every new client).

Bottom line: we want your consultation experience with us to be as "risk-free" as we can make it...just like we try to make your real estate investing. We look forward to meeting you.

Sincerely,



Jeff Lerman