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*A message to my clients regarding L. Schumacher Law, LLC's updated communication policy:*

## **Overview**

L. Schumacher Law, LLC uses the following methods to communicate directly with clients: telephone, fax, letter, email, and voice mail. In addition, when out of the office, I am able to communicate with the office through text messaging, wireless email, and cellular phone.

My desire is to make it as convenient as possible to respond to all clients' needs and concerns in a timely manner. I would love to be available to personally receive every client call. Unfortunately, because of appointments, seminars, and court appearances outside the office, client appointments inside the office, and the solitary time required to perform important client work, I am not always available to immediately respond when clients communicate.

I will try to return all client calls and emails on the same business day or on the following business day, between the hours of 4:30 p.m. and 5:30 p.m. If these times do not work for you, please contact the office so that you may schedule a more convenient time to address your matter.

## **Text Messages**

I understand that text messages are often the easiest way for clients to communicate with me. You all have very busy schedules. I will try to return all text messages using the above policy (by end of next business day), however I cannot guarantee a response via text message. There are several communication methods and the unfortunate reality is that text messages often get lost in the shuffle.

## **Email**

L. Schumacher Law, LLC uses e-mail to correspond with clients who prefer to use e-mail.

I will check my email twice each day, once at the beginning of the day, and once at the end of the day. Someone from the firm will respond to all e-mails within 48 hours. However, I may not be able to answer your question within those 48 hours, especially if it requires some research.



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For those matters not billed as flat fees, all e-mails will be billed the same as phone calls. Email communications are treated with no more urgency than other communication methods. L. Schumacher Law, LLC will not send any confidential information via e-mail. Although every effort is made to ensure electronic privacy, I suggest that clients not send any questions that may be sensitive or confidential via e-mail.

### **Voice Mail**

Office voicemail is checked three times a day, once at the beginning of the day, once after lunch, and once at the end of the day. If your call is answered by voicemail during normal business hours of 9:00 a.m. to 12:00 p.m. or 1:00 p.m. to 5:00 p.m. Monday – Thursday, chances are that all lines were busy and/or the office staff was assisting another client. Someone will return your call on or before the end of the following business day.

### **Facebook/Social Media**

L. Schumacher Law, LLC has an official Facebook page. All messages will be returned in a timely manner. I will not respond to any messages sent to my *personal* social media accounts.

### **Urgent Communication**

L. Schumacher Law, LLC will never use e-mail/social media/text messaging for urgent communication, and I ask that you not use e-mail/social media/text messaging for any urgent communications, as I cannot ensure that it will be received timely. If you need to contact us or get important information to us immediately, please contact us by phone.

### **Timeliness**

For those calls requiring action by myself, I will make every effort to return your call on the same day between 4:30 – 5:30 p.m. and no later than the following business day. However, there are rare occasions, often due to urgent client matters or hearings, when I am unable to respond that quickly. The staff will do their best to inform you of these times. Please be patient and know that some client matters require uninterrupted and continuous attention, and I will occasionally be unavailable for extended periods while handling such matters, just as I will be unavailable to other clients when I am handling your important matters. I truly appreciate your understanding when such times arise.

### **Business Hours**



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Unless otherwise agreed upon, all active communication will be made within the below listed business hours:

*Monday – Thursday:* 9:00 a.m. – 12:00 p.m., 1:00 p.m. – 5:00 p.m.

*Friday:* By appointment only

*After Hours:* Available by appointment

L. Schumacher Law, LLC recognizes all major federal holidays. I may periodically close the office for employee training, continuing education, and/or personal matters. I will do my best to ensure prior notice is given to all clients.

## **Clients**

This policy applies only to those who have retained the services of L. Schumacher Law, LLC. Although the firm strives to provide prompt response to all communications, communications of prospective clients and those making general firm inquiries should not expect to be contacted on the same day, and will be responded to when we are able to do so.

*L. Schumacher Law, LLC will make all attempts to strictly comply with the above communication policy, however the policy is subject to unforeseen circumstances that may interrupt compliance.*

Sincerely,

Lynsey A. Schumacher