



## A WORD TO OUR CLIENTS ABOUT THE TELEPHONE

Without a doubt, when you ask a client "What's the most important aspect of your relationship with your attorney?", the most common response is: "I want to be able to talk with him or her when I call." Indeed, communication forms the cornerstone of the attorney-client relationship. Unfortunately, since an attorney's time is spent on various client interviews, court appearances, preparation of documents, and other activities that require him or her to work outside the office, that cornerstone can become a stumbling block to a mutually satisfactory and rewarding experience.

It is the policy of the attorneys of **LORCH NAVILLE WARD LLC** to return all telephone calls in a timely manner and within 24 hours, if not immediately. We have a highly trained staff who will try to assist you if the attorney you wish to speak with is unavailable when you call.

Because of the fact that telephone calls will frequently require the attorney to pull a file or cease working on an existing file while fielding that call, it is our policy to charge a minimum of .2 hours per call. It is recommended that if you have several questions arising at different times of the day, that you accumulate those to minimize the telephone usage, unless it is an emergency.

Sometimes your inquiry can be answered quickly if it is related to an area of that attorney's expertise. Sometimes the question can best be answered by another attorney in the firm. If your attorney is not available, please feel free to relay questions to your attorney's staff person. We can assure you that your calls are held in strictest confidence. If you do not feel you are receiving timely service **WE WANT TO KNOW**. We encourage you to let your attorney or the staff person know that your calls are not being returned promptly. You may also let the office manager, Carol Rogers, know if you are dissatisfied in any way with the services our firm provides.

Sometimes your questions may be of such a nature that you do not feel comfortable discussing it with anyone but your attorney. That is understandable. Simply inform the person taking your telephone call that you wish to personally speak to the attorney. All we ask is that you be understanding and patient if your call cannot be handled immediately. It is the goal of **LORCH NAVILLE WARD LLC** to provide all of our clients with the best legal services that are available. We thank you for allowing us to be of service to you, and we look forward to working with you for all your future legal needs.

Sincerely,

**LORCH NAVILLE WARD LLC**

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