

TALKING POINTS FOR 2 STEP CLIENT INTAKE

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Step 1 - Initial Client Interview

This form is intentionally designed to be brief because potential clients do not like to fill out a lot of paperwork on their first office visit. This form also helps reduce cost of consumables.

- 1) Introduce self and firm to potential client (P.C.)
- 2) Make first impression your best impression
- 3) Listen to P.C. issues
- 4) Identify issues which impact P.C. financial situation such as the following:
 - a. Initial relief (i.e. Does P.C. qualify for a stay and/or discharge)
 - b. Plan feasibility
 - c. Assets/Exemptions
 - d. Debt Limits
 - e. Preferences
 - f. Strip offs, cramdowns
 - g. Garnishments, Repossessions
- 5) Learn P.C. Expectations
- 6) Manage P.C. Expectations
- 7) Identify whether case will be labor intensive
- 8) Make your sales pitch and offer solutions
- 9) Discuss fees
- 10) Close the deal

Step 2 - Secure Complete Financial Information from Client Information Sheet

Purpose: Collect client financial information and financial history necessary to prepare a bankruptcy petition.

This form is given to client when client signs retainer and puts a down payment on case. I do not give client this form sooner because it will increase overhead unnecessarily if client fails to retain counsel.

It provides comprehensive data concerning client income, assets, creditors, budget and financial transactions over the past 2 years. This client information sheet is lengthy and requires client to be diligent and detailed in its preparation. This form is provided to client as homework.

Note: Clients rarely complete the client information sheet thoroughly and you may be required to sit with the client to insure its completion. Also, some clients may have challenges reading and completing paperwork. In these cases its advisable to have an office assistant help client complete the information sheet.