

Davis Miles, PLLC

LegalShield Document Submission Policy

PLEASE CAREFULLY REVIEW THE FOLLOWING DETAILED INSTRUCTIONS AND EXPLANATION. These are some of the major points:

- 1. We can process and review 10 to 15 pages of documents under your LegalShield plan benefits (depending on your plan). If you submit pages in excess of that limit, they will not be processed prior to you paying a document handling fee. For up to 100 pages, the handling fee will be \$25. For more than 100 pages, the handling fee will be \$50.**
- 2. If you want the attorney to review more than 15 pages, you will need to pay additional fees, usually in the range between \$200 and \$800. If you do want the attorney to review the additional pages, please discuss that with the attorney.**
- 3. Before the attorney can begin reviewing more than 15 pages, you will need to sign a fee agreement and pay the agreed amount in advance.**
- 4. You must consult with the attorney before sending documents, except for traffic tickets and Will Questionnaires.**
- 5. Please only send us copies of your documents because we digitize and shred all documents sent to us.**

Davis Miles, PLLC is proud to be the LegalShield provider firm for Arizona and New Mexico. Our commitment to each LegalShield member's experience prompted us to provide this guide to (or summary of) how we send and receive documents in connection with your legal matters. It is our goal to continuously strive to provide more efficient and complete service to you. Please understand that as a LegalShield member, you have access to one of our friendly staff members or attorneys to clarify any portion of our document policy by telephone at 800-435-5081 in Arizona or 800-435-3290 in New Mexico.

We have found that when LegalShield members send us their documents, they want to send us *all* the documents they have regarding their legal matter. While we appreciate the generosity, the LegalShield benefits provide for document review of 10 to 15 pages per legal matter. We frequently have LegalShield members who send us 40 or 50 pages or more, and sometimes in excess of 100 pages. The system was designed for 10 or 15 pages per legal matter, and it becomes overloaded when too many pages are sent in. Therefore, we have found it necessary to implement these guidelines.

Sending Documents to Davis Miles, PLLC

If you follow these guidelines, your documents will be processed more quickly, which will result in your legal matter being addressed more quickly and efficiently.

- 1. Page Limits. Under your LegalShield plan, you are entitled to a document review of up to 10 or 15 pages of documents without any additional cost beyond your monthly membership fee. The following guidelines are in keeping with that document review benefit. If the documents you submit do not comply with these guidelines, we will still process them, if you choose, for a handling fee which must be paid *before* we can process the documents. For up to 100 pages, the handling fee is \$25. For more than 100 pages, the handling fee is \$50.**
 - a. If you send too many pages, we can sometimes review those extra pages for a fee, which would be in addition to the handling fee. The fee for reviewing extra pages is usually \$200 to \$800 or more, depending on the complexity of the documents and number of pages. You can discuss that option with the attorney you speak to.**

- b. Most newer LegalShield membership plans include document review of up to 15 pages per legal matter. Some plans, usually older plans, provide for document review of up to 10 pages.
- 2. When to Send Documents. You must talk to the attorney *before* sending us documents.** In some cases you don't need to send certain documents, and in other cases the attorney may need to give you instructions regarding the specific documents you should send. If you send 15 pages of unnecessary documents, you may use up your document review benefit, and then not be able to get a review of your necessary documents.
- a. There are two exceptions to the rule to consult with the attorney before sending documents:
 - i. If you have a traffic ticket, you can send it to us directly by email, fax, etc. or through Snap by LegalShield, before you have consulted with an attorney. Snap is part of the LegalShield mobile app that each LegalShield member can download to his or her smartphone.
 - ii. If you have a Will Questionnaire, you can send that before talking to the attorney. If you mail it in, you should only send a copy of the questionnaire so you will have the original in case it is needed later.
- 3. How to Send Documents.** Documents may be sent to us by email, fax, snail mail, or hand delivered. Email is usually easiest.
- a. **Email.** Arizona LegalShield members may email documents to docs@davismiles.com, and New Mexico members may email documents to docsnm@davismiles.com.
 - i. We encourage you to send emailed attachments in PDF format. We can accept other formats, but PDF is best. TIF formats are more likely to be a problem. We will try to process all formats, but sometimes it is not possible. If we cannot process your documents, one of our staff members will contact you to try to resolve the issue.
 - ii. If you send documents by email, the best format is to send the documents as attachments to the email, instead of embedded in the text or body of the email.
 - iii. It is best to send one email with multiple attachments, instead of many emails with one attachment each. Because we receive so many document submissions, if you send multiple emails, it can be more difficult to process your documents because your submissions may be scattered among dozens of other email submissions.
 - b. **Facsimile.** Arizona LegalShield members may fax documents to **(480) 344-5771**, and New Mexico members may fax documents to **(505) 242-1014**. Faxed transmissions are received 24 hours per day via a paperless electronic fax system. The following documents are not received well through fax:
 - i. Photos. Please avoid faxing any photos or complex graphical images, as these do not transmit well via fax. Instead, either scan the photo and email it to us as an attachment, or make a quality copy and mail the copy to us.
 - ii. Use of color-tinted or gray paper. Faxes are received well when the document is high-contrast, black and white. If your document is not entirely in black and white, we advise you to use a traditional copy machine to correct the contrast in preparation for faxing.
 - iii. Most fax machines do not scan on two sides, and we advise you to transfer a two-sided document to a single-sided document before faxing.
 - iv. Our fax system is compatible with the vast majority of fax machines on the market. In a few instances, some fax machines do not communicate with one another very well and a transmission confirmation may show the fax was processed successfully from the sender's end; however, the fax may not have come through to our office on the receiving end. Please do not hesitate to call us to verify receipt of your fax.

- c. **Mailing.** If you mail documents to us, send us copies only. Do not send originals. What you send us will be scanned and shredded. (Please mail to Davis Miles, PLLC, Attn: LegalShield Dept., 1423 S. Higley Rd., Building 4, Suite 110, Mesa, AZ 85206.)
 - d. **Photos.** If you have photos, it's best to send copies by email. Please only send in the photos that the attorney instructs you to send. Also, if you have multiple photos of the same thing, please only send the best three to five photos instead of all of the photos you have. Attach those three to five photos as attachments in one email.
4. **Outside the Guidelines. We are unable to process the following without a handling fee since these examples fall outside of the guidelines above:**
- a. More pages than your LegalShield Plan provides for;
 - b. An entire box or an entire folder or packet of documents (since that exceeds the 10 or 15 pages your contract plan provides);
 - c. A CD or thumb drive, since that is not "pages" of a document. Instead, you need to either email the files as attachments or print out the pages you will submit and then send 10 to 15 pages; and
 - d. Disturbing photos.
5. **Original Documents. We request and expect you to send us *copies*, not original documents.** In the good old days law firms kept originals for their clients, but in this digital age, all documents are stored electronically and paper is shredded and recycled.
- a. If you drop off original documents and leave them with us, it is your responsibility to come back to pick them up. We cannot mail items back to you. If you do not come back to pick them up, they will be shredded and recycled.
 - b. If you mail or bring us copies, you do not need to worry about coming back to get them because you will still have the original.
 - c. If you bring or mail documents to our office and then realize they were originals, you need to call us immediately before they are shredded. You are responsible for the cost of mailing them back to you, and you will need to pay the postage in advance.
6. **Do not send us your notarized Last Will and Testament.** When we send you your Will documents, you need to get them properly notarized and witnessed and then keep them in a safe place. Do not send them back to us. You may call and discuss with one of our attorneys the appropriate places where you can store your estate planning documents.
7. **Limited Exceptions to Page Limits. There are a few exceptions to the 10- or 15-page limit.**
- a. If you have been sued, we need the entire Summons and Complaint in order to properly determine your LegalShield benefits. We need all pages of the Summons and Complaint regardless of the number of pages.
 - b. Some residential leases are more than 15 pages, but are rarely more than 25 pages.
 - c. Sometimes the legal matter is complex enough that the attorney requires and requests to see all the pages.
 - d. In these kinds of cases, the attorney will tell you that he or she is waiving the page limit. That happens in rare cases.
8. **Partial Contract. We discourage you from pulling 10 or 15 selected pages from a longer contract.** It is risky and could cause serious harm to your legal matter for the attorney to only see part of your documents. If the document is over 15 pages, that usually indicates that the legal matter is too complex to safely handle under your no-charge LegalShield benefits. We cannot do the proper amount of due diligence to adequately analyze your legal matter. If your legal matter is so complex that we cannot safely review only 10 or 15 pages, that's a signal that you need to retain an attorney at the discounted fee level of services. In that situation, we will help arrange for a referral to an appropriate attorney at a discounted-fee basis.

Thank you for letting us serve you. We appreciate your cooperation regarding this policy.