

TIPS FOR YOUR VISIT TO THE CLIENT SERVICES DIVISION

The paralegals and attorneys of the Client Services Division (CSD) will make every effort to assist you with your legal problem and help you work toward the desired outcome. Please be aware, however, that if you do not meet eligibility requirements, are seeking assistance beyond the scope of authorized legal assistance, or if there is a conflict of interest we may have to refer you to other resources or agencies.

Whether you visit the CSD for an appointment or during our walk-in hours, the time available to meet with an attorney is limited by resources and demand. To better serve our many clients, we have to maximize efficiency. We ask that you assist us by carefully considering the information below and taking steps to make your time with your legal assistance attorney more productive.

Don't Forget Your ID Card: We can only assist eligible clients. Generally that means active component service members, their dependents, retired service members who are receiving retired pay, and their dependents, and Army Reserve or National Guard members on active duty for more than 29 days. If you don't have your ID card or can't show you are on active duty orders (USAR and NG), we will not be able to assist you.

Please Be Prepared For Your Consultation: Be on time for your appointment or arrive early for walk-in hours. Be present in the waiting area when called and be prepared to briefly explain the most important information that will allow us to help you. We rarely need exhaustive background information. The longer it takes for you to explain your legal problem, the less time your attorney will have to discuss possible solutions. Being properly prepared for your consultation will assist both you and your attorney in focusing the little time available on the most important issues.

Have Your Documents Ready: If you received correspondence or other documents related to your legal problem, your attorney MUST have ALL of these in order to fully understand your issue and best determine how to help you. If you do not bring your documents with you to your consultation you may be told to reschedule your appointment or to come back on a different day. "Having documents with you" means having hard copies of the documents in your hand, not having them accessible on your Smart Phone. Our staff does not have the time or resources to print these out for you or to wait while you email them to us for access.

Be Ready To Help Yourself: CSD personnel will make every effort to assist you with your legal problem. For many problems we see, however, there are substantial steps the client is fully capable of taking on his or her own to work toward a resolution of their problem. Please be prepared to fully collaborate with your attorney in working toward resolution of your legal problem. You should also bring with you all documentation relating to any previous steps you have taken to resolve the issue yourself.

Please Be Patient:

If you plan to visit our office for hour walk-in service, expect to wait. We work through clients during walk-in hours as quickly as we can, but clients are often required to wait up to two hours to be seen by an attorney. If you have an appointment, we will make every effort to start the appointment at the scheduled time. There are times, however, when this will not be possible. Please be patient.