

Unbundled Legal Services Survey 2010

1. How long have you been offering Unbundled Legal Services?

Less than a year	5	(25%)
One to three years	9	(45%)
Three to six years	2	(10%)
Six to ten years	2	(10%)
Ten years or more	2	(10%)

2. What is the most common type(s) of services people come to you for?

Consultation	15	(32%)
Drafting Documents	16	(34%)
Second opinion	7	(15%)
Mediation	4	(9%)
Other	5	(10%)

 - Representation at hearings
 - Hearings; discovery; negotiations
 - Discovery
 - Hearing preparation
 - Trial coaching

3. What are some benefits you have found in offering Unbundled Legal Services?

Discrete Task	14	(40%)
Defined amount of time required beforehand	8	(23%)
Defined amount of fee required beforehand	8	(23%)
Other	5	(14%)

 - Pick up additional client base with clients who appear to be focused and know what legal services they are looking for
 - Easier to attract clients that otherwise think they could not afford legal services
 - Provides economical help to folks who cannot afford an advance/retainer payment for full representation
 - No collection issues; serve more people; can ramp practice down for extended leave
 - Less expensive

4. What are some problems or areas of concern you have encountered with providing Unbundled Legal Services?
 - You cannot adequately piecemeal some sorts of complicated custody/divorce cases and I will tell people that when they come in for a visit. I absolutely require a minimum of one hour because the half-hour often left people confused.

- People will come in for a discrete service and then continue to call after for on-going free advice.
- Court's initial reluctance to this type of legal service. But courts accept this more now.
- Client's concerns about deadlines.
- Ongoing expectation of representation
- Crafting a representation agreement.
- Deciding when payment should be made in advance.
- Unbundled clients thinking they are engaging for a flat fee as opposed to an hourly rate even after getting explained that and signing that on fee agreement.
- Not being served with court documents and clients do not understand schedule of deadlines; clients coming too last minute; whether they will do what you have advised.
- Lack of client knowledge of the entire procedural scope of their case.
- Client's use of court forms.
- Sometimes inefficient process.
- Sometimes ends up being more expensive for client if they try to do it themselves and we have to make lots of corrections.