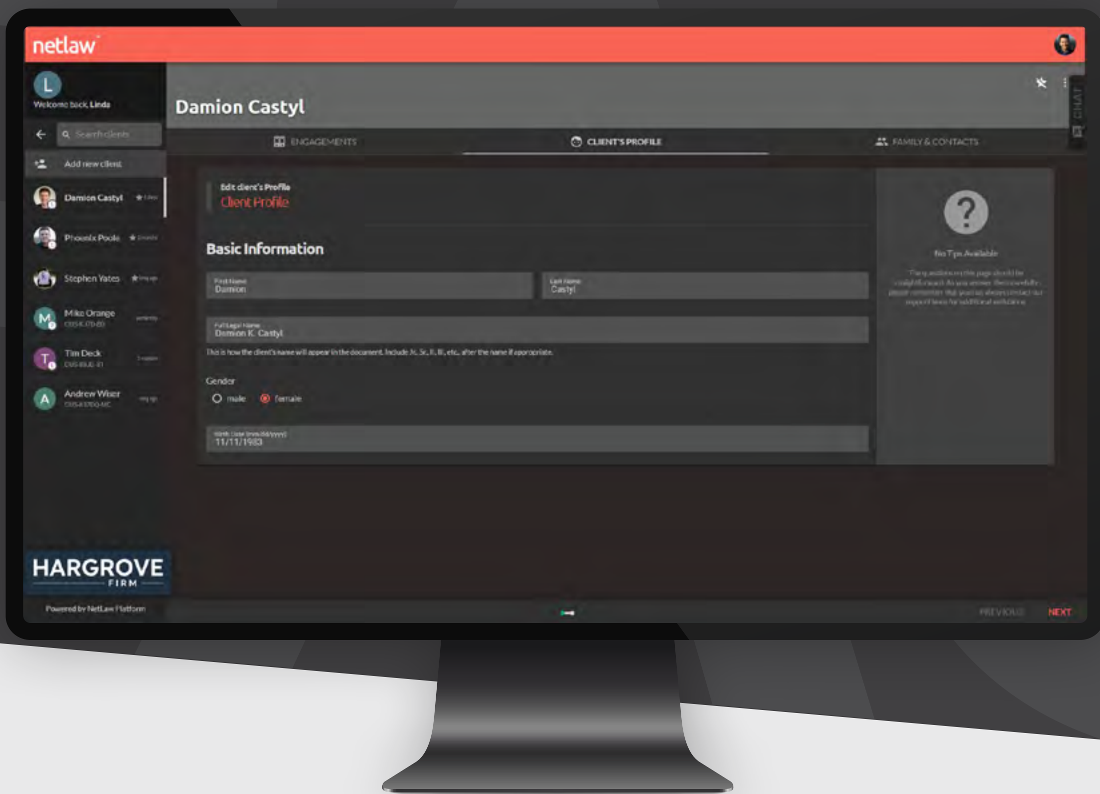
HARGROVE FIRM POWERED BY netlaw

NetLaw Attorney Platform
Frequently Asked Questions



Getting Started

I didn't receive an invitation link after training. How do I retrieve it?
Contact Hayley Wells for a new invitation link by emailing her at hwells@hargrovefirm.com.
(Be sure to check your Junk folder in case it landed there.)

Training & Resources

Can I access the training session to reference it at a later time?
Yes, the initial NetLaw Attorney portal training sessions were recorded and can be accessed by contacting Support.

Documents

Whose signature block appears on the documents?
Your signature block will be on the documents as an of counsel attorney with Hargrove Firm.

I noticed a discrepancy in a document given a recent change in state law. How do I report this?
Contact the support team through chat or at support@hargrovefirm.com to report any issues with legal documents.

Product & Process

If a Hargrove Firm paralegal participates in client and attorney meetings, is the attorney client privilege protected?
Yes, paralegals are employed by the Hargrove Firm. Attorney-client privilege is protected throughout the process.

How are client documents handled after I finalize them?
Clients enjoy the following benefits and support:
- Secure document processing and fulfillment
- Secure, weatherproof storage for fully executed original documents
- Access to documents through client portal
- Bound copies of signed documents for home storage
- On-demand document retrieval
- 50% discount to the retail price to update plan documents when necessary

Is there a charge for of counsel attorneys to use NetLaw for their own traditional practice?
No, a benefit of working with the Hargrove Firm as an of counsel attorney is access to the NetLaw attorney portal and interviews for use in his or her own practice. For instructions on adding your own client to the system, please reference the onboarding guide.

I'm going on vacation or have a week that I am unavailable for NetLaw client meetings. How do I update availability?
If you've linked your calendar, time blocked off time as "unavailable" will be reflected in the NetLaw system. For help with setting up your calendar, please reference the onboarding guide.

I have a client meeting scheduled for this afternoon, but something came up and I am no longer available. How do I handle this last minute cancellation?
If you find yourself needing to reschedule, we ask that you cancel the calendar appointment so the client will be notified. Then notify the support team as soon as feasible by through chat or email (support@hargrovefirm.com).

Referrals

Can attorneys refer financial advisors and clients to Hargrove Firm?
In the near future, when you refer a financial advisor–and as a result, that advisor's clients–to NetLaw, you will be noted as the of counsel attorney to work on those client engagements and will be compensated for that work just like any other client engagement conducted through NetLaw, assuming you are licensed in the client's state of residence.

In the meantime, be sure to contact Alex Hargrove at alex@netlaw.com to facilitate referrals.

Payments & Records

I need to change my account information for payment. How do I make an update?
Contact Justin Saltzman at justin@netlaw.com for payment questions.