



Maryland Volunteer Lawyers Service (MVLS) has sent your application and all supporting documentation you have provided to your volunteer's office.

HERE'S WHAT TO DO NEXT

You must contact your volunteer within **5 days**. When calling your volunteer's office, simply say:

"My name is _____. My case was referred to you by Maryland Volunteer Lawyers Service and _____ is going to handle my case." If your volunteer is not available to speak with you, leave a message.

Please allow your volunteer 3 days to return your call. If you haven't received a return call within 3 days, please call and leave a second message.

If your volunteer has not responded to your second message within 24 hours, please call your MVLS paralegal right away.

NEXT STEPS

Once your volunteer has returned your call, they may ask you for additional paperwork. **Promptly** provide the requested information to your volunteer.

VOLUNTEER TIPS

- ◆ Be respectful of your volunteer's time. Call or email your volunteer only when necessary.
- ◆ Your volunteer wants you to understand the legal process. Please be prepared and bring a list of your questions and/or concerns to your meeting to discuss.
- ◆ Tell your volunteer about your case. Even "bad" facts are important. Your volunteer cannot help you unless they have all the facts.



IMPORTANT: Keep all appointments with your volunteer and **be on time**. If you are unable to keep your appointment, call the volunteer's office immediately to reschedule. **If you do not notify your volunteer's office, your volunteer may send your case back to MVLS and MVLS will close your case. If this happens, MVLS will not provide you future legal services.**

REMEMBER

- ◆ Be sure to tell your volunteer and MVLS if you decide not to pursue your case. If you do not, MVLS will not provide you future legal services.
- ◆ Always keep MVLS and your volunteer updated with your current address, email address, and phone number. We must be able to reach you.
- ◆ Tell MVLS if your household size or income changes.

COURT TIPS

- ◆ Arrive to all court proceedings at least 30 minutes before the scheduled hearing time to accommodate security lines or other delays.
- ◆ **You** must pay all court filing fees and any out of pocket expenses that are not waivable by the court.

FINAL STEPS

- ◆ When your case is over, sending a "thank you" note to your volunteer is a nice way to show your appreciation.
- ◆ MVLS will send you a "client satisfaction survey" after your case is completed. We want to hear about your experience. Answer the survey and return it to MVLS for a chance to win a free \$10 gift card!