

## Standard Terms of Engagement

### Private-Pay Collections / Probate & Estate Administration / Medicaid Consulting

Unless otherwise agreed to in writing by our firm's Managing Partner, the terms and conditions below apply to private-pay collections, probate & estate administration, and Medicaid consulting work conducted by Rolf Martin Lang LLP for Client. We ask that Client review these terms carefully and contact our Managing Partner promptly with any questions. We suggest that Client retain a copy of this document together with any engagement letter(s) with our firm.

#### 1. **Financial Terms.**

- a. **Flat Fees.** Standard Private-Pay Collections and Probate & Estate Administration are charged on a flat fee basis, as noted in our current flat fee schedules. Client will be provided with a current rate schedule upon initial engagement with our firm. The flat fee rates may be changed from time-to-time, and we will endeavor to notify Client when the rates are modified.
- b. **Hourly Fees.** Unless otherwise agreed to in writing, we will charge hourly for any work that is not a contingency matter or specifically addressed in a flat fee schedule. Examples of hourly work includes, but is not necessarily limited to, in-person hearings, trials, and Medicaid consulting services. Client will be charged for substantive work or advice provided to or conducted on behalf of Client, including interacting with communications from Client or on its behalf in tenth of an hour increments.
- c. **Contingency Fees.** If the parties agree to a contingency fee at the outset of the engagement—or if this engagement is converted to a contingency arrangement—the following terms apply: Our firm will receive a 33.33% contingency fee on all recoveries, calculated after reimbursement of costs and expenses as allowed by law. If a matter proceeds to trial, the contingency fee increases to 40%. The firm is entitled to its contingency fee on any payment received after a demand or legal action has been issued, including payments from Medicaid or third parties. For Medicaid and third-party payments, the fee applies only to amounts paid toward past-due balances.
- d. **Invoices.** We will provide Client a statement of charges and costs in an invoice. Any fees incurred are due and payable upon receipt of the invoice. If we are representing Client (including affiliated entities) in multiple matters, Client agrees that we may apply any payments made by Client to any affiliated matter with an outstanding balance. In addition, regardless of the applicable fee arrangement, we have the right to recover any overdue fee or cost directly from any funds that we collect. We will not continue representation of Client if prompt payments are not made.
- e. **Rates.** Our rates are designed to address the administrative and operational burdens associated with late payments and to reflect the unique demands of certain services.
  - **Standard Rates.** Clients who pay invoices within sixty (60) days of the invoice date are billed at our standard rates. Absent unusual circumstances, Client (including all affiliated entities) must also have total amounts outstanding to our firm that are less than fifty thousand dollars (\$50,000) to be charged standard rates. Our standard flat fees are located in our current flat fee schedule. Our standard hourly rates range from \$360 to \$580 per hour for attorneys, \$225 to \$385 per hour for consultants, and are \$285 per hour for paralegals and legal assistants.
  - **Extended Credit Rates.** We will charge our extended credit rates if Client (or any affiliated entity) at any time fails to pay any invoice on any matter within sixty (60) days of the date of the invoice. Extended credit rates will apply to all of Client's matters with



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the firm if it is sixty to eighty-nine (60-89) days in arrears on any matter. Extended credit flat fee rates are ten percent (10%) higher than standard flat fee rates. Extended credit hourly rates range from \$410 to \$630 per hour for attorneys, \$275 to \$435 per hour for consultants, and are \$335 per hour for paralegals and legal assistants.

- **Super Credit Rates.** We will charge super credit rates to Client if it is ninety days or more (90+) in arrears on any matters. Absent unusual circumstances, Client will also be charged super credit rates when it (including all affiliated entities jointly) has outstanding amounts owed to our firm equal or greater than fifty thousand dollars (\$50,000). Super credit flat fee rates are twenty percent (20%) higher than standard flat fee rates. At our option, we may convert any collections matter for Client being charged super credit rates to a contingency matter at any time. Super credit hourly rates range from \$510 to \$730 per hour for attorneys, \$375 to \$535 per hour for consultants, and are \$435 per hour for paralegals and legal assistants.
- **Peak Rates.** We charge an additional hourly amount added to a Client's rate for any non-standard services. For example, we charge peak rates for hearings and trials, including if we are required to testify in any proceeding regarding the representation of Client, and for any rush projects (projects requiring less than 48-hour turnaround). Peak rates may also be charged to clients for work conducted after being placed on hold by the firm for non-timely payment.

Hourly rates may change from time-to-time; Client may request ROLF's current charges at any time from our Firm Administrator.

- f. **Expenses.** Any expenses incurred by our firm on Client's behalf, including but not limited to travel, electronic research fees, court reporter fees, filing fees, delivery expenses, postage, messenger services, overtime for non-professional staff, testimonial and presentation aids, supplies, etc., if any, will be added to the fees charged, or, deducted from any amount received on Client's behalf prior to issuing a payment to Client.

For research purposes, we will attempt to utilize free resources whenever available, however, paid resources, including, but not limited to, online services such as Westlaw, LexisNexis, PACER, and Accurint may be used. We will charge Client a fixed access rate whenever electronic research is used to cover the cost associated with providing and billing for these electronic research services. Client will also be charged either the cost of the searches performed or a per-transaction charge, which is calculated to approximate the cost we are charged by the electronic research service for each search performed.

- g. **Real Property Liens.** If we file a lien on real property in connection with a matter, and payment is received as a result of that lien, we are entitled to our applicable fee under the engagement, provided Client still owns or controls the debt.
- h. **Authority to Deposit and Deduct.** Client authorizes our firm to endorse and deposit any payments received in connection with referred matters. Amounts we are authorized to deduct from collected fees include, but are not limited to: fees due under the engagement, reimbursable court costs and litigation expenses, expenses, any amounts owed to the firm for other legal services on any matter, and trust deposit replenishment. Net proceeds will be remitted to Client.
- i. **Payments Received Directly by Client.** Client must report any direct payments received on referred matters within fourteen (14) days. We will invoice for applicable fees and expenses.
- j. **Total Fees.** We are sometimes requested to estimate the amount of fees and costs likely to be incurred in connection with a particular matter on which our fees are hourly or otherwise variable. But fees and costs are often unpredictable. Accordingly, except in



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those engagements in which we specifically agree in writing to a flat, contingency, or maximum fee, we make no commitment concerning the maximum fees and costs that will be necessary to resolve or complete the matter, even when we have provided an estimate. (Maximum fee agreements may only be entered into in an agreement signed by our Managing Partner). The ultimate cost is invariably more or less than the amount estimated. In addition, Client's obligation to pay our fees and costs is in no way contingent on the ultimate outcome of the matter. Client recognizes that many factors outside of the control of our firm may directly affect the total fees charged, including, but not limited to, the difficulties of the issues presented in the matter, opposing parties, any court or tribunal, or time demands placed on our firm by Client.

- k. **Discretionary Merit-Based Bonus.** We are committed to exceeding Client expectations by delivering exceptional legal services and providing value-added results. To further incentivize this goal and align our interests with those of Client, we reserve the right to include a discretionary merit-based bonus on the final invoice for the engagement. This bonus is entirely discretionary and reflects our belief that extraordinary value has been delivered. Client retains full discretion to pay the bonus in whole, in part, or not at all. Payment of the final invoice, inclusive of any discretionary bonus, will signify Client's approval of the bonus amount. If Client does not wish to pay the bonus or wishes to pay a different amount, they may adjust their payment accordingly.
- l. **Disputing Charges.** If Client disagrees with a charge, it must notify us in writing of any dispute and provide reasons and evidence of why you believe the charge is incorrect, within sixty (60) days after receipt of the first invoice that includes the disputed charge. If Client does not submit such a written notification, then all charges shall be deemed accurate, and any dispute will be deemed waived. All communications concerning disputed debts, including an instrument tendered as full satisfaction of a debt, are to be sent directly to the Managing Partner of our firm in writing via certified mail at 31105 Bainbridge Road, Suite 4, Solon, OH 44139, with a certified mail copy to our firm's Firm Administrator at the same address.
- m. **Electronic Billing.** Our firm uses a billing system that emails invoices. Client is responsible for providing and maintaining a valid email address for receipt of these invoices. If Client requires invoices to be sent via postal mail, or a third party billing system, an additional administrative fee of one hundred dollars (\$100) per invoice will be charged to cover processing and mailing costs.
- n. **Termination for Late Payment.** We may terminate our representation of Client for late payment of charges at our discretion, and, if applicable, may file an application for withdrawal as legal counsel to any tribunal. Client hereby authorizes the filing of any notices of withdrawal if our firm decides to terminate this agreement due to Client's nonpayment of charges.
- o. **Late Fees.** Invoices are due upon receipt unless otherwise agreed in writing by the Managing Partner. Any amounts unpaid for more than sixty (60) days from the invoice date will be subject to a late fee of 1.5% per month (18% per annum) on the outstanding balance. While we typically do not charge late fees when clients are being billed at extended credit or super credit rates, this does not constitute a waiver of our right to apply such fees at our discretion. In the event we suspend or terminate our representation due to non-payment, any accrued interest or late fees may be added to the total amount due and owing at the time of suspension or termination, and Client agrees to this addition as a condition of engaging Rolf Martin Lang LLP.

2. **Use of Trust Deposit.**

- a. **Initial Deposit.** To initiate representation, Client agrees to pay an initial trust deposit in



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the amount set forth in the engagement agreement. These funds will be held in the firm's Interest on Lawyer Trust Account (IOLTA) in accordance with applicable regulations. We may apply up to fifty percent (50%) of this deposit toward legal fees and costs as they are incurred.

- b. **Minimum Balance Requirement.** If the trust balance falls below fifty percent (50%) of the initial deposit, Client agrees to promptly replenish the trust account to restore the balance to at least fifty percent (50%) of the original deposit. Upon such deficiency, we will issue an invoice specifying the amount due to maintain the required balance.
  - c. **Ongoing Retainer.** The minimum balance will remain in the trust account as a retainer to secure payment of future legal fees and costs. This balance must be maintained until the conclusion of our representation. Failure to replenish the trust as required may result, at our discretion, in converting the representation to a contingency fee basis, with any amounts previously paid offset against the contingency fee.
  - d. **Supplemental Deposits.** We do not represent that the total fees and costs will be limited to the initial trust deposit. If we reasonably determine that legal fees and expenses are likely to exceed the current trust balance, Client agrees to provide a supplemental deposit—equal to the original or a revised amount—within five (5) days of notice.
  - e. **Delinquent Charges.** If any invoiced charges remain unpaid for more than sixty (60) days, we may apply trust funds to cover such past-due amounts. In such cases, future work may be billed at our extended credit rates, and Client must replenish the trust deposit within five (5) days of notice.
  - f. **Disposition of Trust Funds Upon Termination.** Upon conclusion of our representation, any remaining trust balance may be applied to unpaid fees or costs. Any unapplied funds will be refunded to Client.
3. **Scope of Engagement.** Our practice with new clients is to describe the scope of our initial engagement in an engagement letter. With existing and recurrent clients, we may or may not provide a description of new matters depending on the circumstances. In any engagement, we limit our services to those Client asks us to perform and those we deem reasonably necessary to accomplish the requested services. If Client asks us to limit our work to only one or certain aspects of a transaction, matter or case, we will address only what Client requests, even if full legal representation on such matter would normally be more involved or extensive.

In some legal matters, clients may have insurance coverage that includes potential liability and legal costs and fees. Except to the extent Client expressly requests in writing that our firm advise or assist Client concerning insurance coverage relating to Client's legal matters, Client agrees to take full responsibility for determining whether coverage exists and to notify any carrier(s). Similarly, we will not analyze potential adverse tax impacts or provide tax advice in any matter. Nor shall our firm have any obligation to inform or advise Client regarding its data security or privacy practices unless Client so requests in writing.

- 4. **No Guarantee.** We are committed to using our best efforts to represent Client; however, we cannot guarantee that the results desired by Client through this representation can or will be achieved.
- 5. **Certain Client Responsibilities.** Client agrees to cooperate fully with our firm, to provide promptly and candidly all information (including documents and electronic data) known or available to Client that is relevant to our representation. If Client's engagement involves actual or potential claims or litigation, Client has an obligation to preserve potentially relevant information, including electronic data. It is important for Client to ensure automatic deletions or record retention policies are suspended as necessary to ensure this information is preserved. If Client has questions, Client should discuss these issues with us at the outset of



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our engagement involving any claim or litigation or as soon as a dispute or litigation related to any matter on which Client has engaged us becomes reasonably foreseeable. Client also agrees to respond promptly to our requests or direction and other communications and to attend meetings and court proceedings at our request.

6. **Document Destruction.** Our firm has a document destruction policy under which we periodically destroy all records related to an individual matter. Client agrees to request in writing any documentation that it desires to keep in its own files from our firm as those documents are created, and agrees to hold our firm harmless for any loss or damage it incurs because a document in our possession was destroyed pursuant to our policy.
7. **Confidentiality.** We will not reveal information relating to the representation of Client, including information protected by the attorney-client privilege, unless Client gives its consent or if disclosure is permitted under the relevant rules of professional conduct. We may disclose the fact that we represent Client in order to avoid a conflict of interest or for marketing or informational purposes. If you do not wish for us to disclose the fact that we represent Client, then please notify our Managing Partner of that fact in writing. We agree to maintain the confidentiality of any protected health information ("PHI") of Client's patients, clients or residents that it receives as part of this engagement in accordance with our firm's standard HIPAA Business Associate Agreement (located at [www.RolfLaw.com/BAA](http://www.RolfLaw.com/BAA)).
8. **Conflicts of Interest.** We have undertaken a limited review of our records for any potential conflicts of interest with the persons or entities that Client has disclosed in connection with this engagement. Due to the size of our practice, however, we cannot be certain that all relationships have been or will be identified. In taking on this representation, we commit that we will not represent any other client in any matter adverse to Client that is substantially related to a matter in which we represent Client. What this commitment means is that we will not take on any matter adverse to Client on behalf of another client in circumstances in which any of your confidential data or information, as normally would have been obtained by us in our representation of Client, would be material. In return for our agreement to represent Client in this matter and future matters (if any), Client consents and agrees that we may be adverse to Client on behalf of other clients in matters that are not substantially related to the matter we are now undertaking on your behalf or to any additional matter we may undertake on your behalf in the future. Such unrelated matters may include, but are not limited to:
  - a. Agreements, business contracts, licenses, mergers and acquisitions, joint ventures, loans and financings, and securities offerings, including contract negotiations with Client in which we represent another party, and preparation for other clients of contracts or other legal documents to which Client will be a party or that may affect Client's rights or obligations;
  - b. Advice regarding the existence, scope or validity of Client's rights in real, personal or intellectual property and/or concerning the interpretation and application of provisions of contracts or other legal documents to which Client may be party or that may affect Client's legal rights or obligations;
  - c. Advice and representation of our other clients regarding the existence or potential existence of legal claims that our other clients may have against Client or that Client may have against them, in disputes with Client of any nature, or in claims our other clients may assert against Client or Client against them including litigation in a court, agency or other tribunal, and in arbitration or mediation.
  - d. Bankruptcies, reorganizations, receiverships or insolvencies (including proceedings under the US Bankruptcy Code or state insolvency proceedings); non-judicial debt restructurings, including representation of creditors, liquidators or other insolvency professionals in matters in which Client is a creditor, debtor or other party in interest;



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- e. Patents, copyrights, trademarks, trade secrets or other intellectual property matters; including advice to other clients regarding the existence, scope or validity of Client's rights in intellectual property and assistance in securing or protecting other clients' intellectual property in ways that may limit or constrain Client's rights;
- f. Real estate, zoning and environmental matters in which Client's interests in real property may be involved or adversely affected, or in which Client may face liability for environmental contamination;
- g. Representation and advocacy with respect to legislative issues, policy issues, or regulatory issues, including rulemakings, administrative proceedings and enforcement proceedings; and,
- h. Third-party discovery requests (including subpoenas) to be served on Client, and discovery requests (including subpoenas) that have been served by Client on others.

If Client withdraws or modifies this advance waiver in any respect, Client agrees and consents to our withdrawal from our representation of Client pursuant to these Standard Terms of Engagement and the applicable Rules of Professional Conduct.

In addition, if there are parties adverse to Client in the matter we are undertaking on Client's behalf, it is possible that those adverse parties will have need for counsel in matters which do not have a substantial relationship to the matter in which we represent Client. Even though we would, as a result, be receiving some fee income from Client's adversary, Client consents to our representing such parties in matters that are not substantially related to any of our work for Client. For our part, we commit to continued zealous representation of Client's interests in the matters in which we do represent Client notwithstanding any fee income we may receive from Client's adversary. Of course, the foregoing consent does not affect our obligation to protect confidential information Client shares with us in connection with our representation of Client and not to use such information to Client's detriment.

9. **Communication.** Our firm will generally communicate with Client via email and mobile devices. Our firm has a general policy to only transmit PHI through email using encryption. If you wish to send us PHI, we suggest that you also send the information using encrypted email or through a secure link (e.g., using the "Send Files Securely" link located in our attorneys' email footers). However, we will follow Client's practices in this regard. If Client transmits PHI to us via unencrypted email, we will interpret that as Client's consent for us to use the same method to send PHI to Client. In addition, our firm often shares mobile phone numbers with Clients and is amenable to texting for convenience. For enhanced security, we recommend using end-to-end encrypted platforms, such as Signal, for transmitting sensitive information. However, if Client chooses to communicate with us via standard text message, we will interpret this as the Client's consent for us to respond using the same method. Note that there is a chance that information sent to us via non-encrypted email or conveyed via standard SMS texting or cellular phone could be intercepted. If Client does not wish us to communicate with us using email or cellular telephone, please notify our Managing Partner of that fact in writing.
10. **Arbitration.** The parties agree that any claim or dispute between them or against any agent, employee, successor, or assign of the other, whether related to this Agreement or otherwise, and any claim or dispute related to this Agreement or the relationship or duties contemplated under this Agreement, including the validity of this arbitration clause, shall be resolved by binding arbitration by the American Arbitration Association ("AAA"), under the Arbitration Rules then in effect. Any award of the arbitrator(s) may be entered as a judgment in any court of competent jurisdiction. Information may be obtained and claims may be filed at any office of the American Arbitration Association or at its corporate headquarters, 335 Madison Avenue, Floor 10, New York, New York 10017-4605. Telephone: 212-716-5800, Fax: 212-716-5905,



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Website: [www.adr.org](http://www.adr.org). If the AAA process is no longer in existence at the time of the dispute, or AAA is unwilling or unable to conduct the arbitration, then the parties shall mutually agree on an alternative organization to conduct the arbitration. This Agreement shall be interpreted under the Federal Arbitration Act. The venue for any arbitration shall be in the municipality where the Rolf Martin Lang LLP office in the state where services are rendered is located; if we do not have an office in the state where services are rendered, then the location shall be Solon, Ohio, or another location that is mutually agreed upon.

11. **Termination.** Our representation of the Client may be ended at any time by the Client or by Rolf Martin Lang LLP, subject to our ethical requirements and professional responsibilities. Conditions that may merit termination of our representation of Client include, but are not limited to: nonpayment, Client is uncooperative with our representation, or the occurrence of irresolvable conflicts of interest. Upon termination of this engagement by either party, Client is responsible for timely payments of all accrued fees.
12. **Representations.** If Client is an entity managing, coordinating services or overseeing other entities for which this engagement will apply, Client certifies and warrants as an inducement for Rolf Martin Lang LLP to provide services to Client and/or its affiliated entities that it has the power to bind all entities jointly and severally for all services provided pursuant to this engagement agreement, and does so bind all such entities.
13. **Waiver.** The failure or delay by our firm to enforce any provision of its engagement agreement(s) or these standard terms of engagement shall not constitute a waiver of its right to enforce that provision or any other provision of these terms at any time. A waiver of any specific breach or default shall not constitute a waiver of any subsequent breach or default. No waiver of any term or condition shall be effective unless made in writing and signed by Rolf Martin Lang LLP's Managing Partner.
14. **Interpretation.** (a) Unless our Managing Partner explicitly agrees otherwise in writing, the engagement letter and these Standard Terms of Engagement constitute the agreed upon terms and conditions of our engagement and supersede any prior agreements, understandings, and representations in relation to the subject matter of this agreement, whether written or oral. (b) If any provision of these Standard Terms of Engagement is held invalid or unenforceable for any reason or to any extent, the invalidity or enforceability will not affect or render invalid or unenforceable the remaining provisions, and the application of that provision will be enforced to the extent permitted by law. (c) Time is of the essence in these Standard Terms of Engagement and this engagement.



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