

Maximizing the  
benefits of

# Appearance Counsel Services

A best-practice guide

How much valuable time and resource does your business spend sourcing, screening and scheduling coverage attorneys?

Are you getting the most value from your current service provider?

Using a reputable and secure appearance counsel service gives your business an agile, scalable and cost-effective solution to securing dependable hearing coverage.

Adding a nationwide network of reputable, pre-screened attorneys will help grow your business and mitigate the complexities of juggling hearings—without having to hire new attorneys or staff.

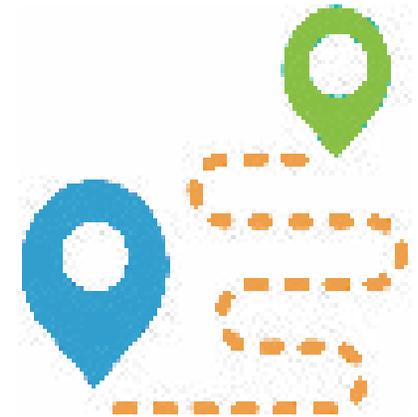


*"Inspired by a presentation given by industry leaders at the National Creditors Bar Association 2019 Spring Conference, these best-practice guidelines will ensure your business is getting maximum benefit from your appearance counsel provider."*

Brandon Fuller,  
Chief Executive Officer, Docketly

# Clear directions

Be clear about what is required to be successful.



## What is the ideal outcome?

Open communication about expectations is fundamental to a strong relationship with your appearance counsel provider. Tell your service provider what the attorney should collect, and they'll go get it! For example, amounts, principal, balances, court costs, misc. costs, etc.

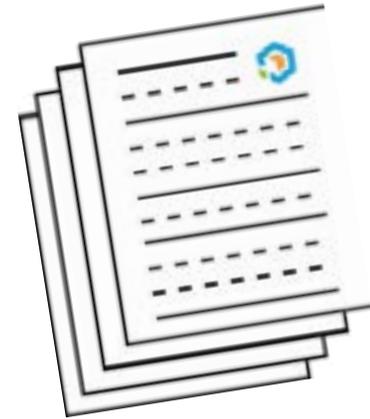
If you give the appearing counsel all the information and authority that they need, with an appropriate amount of time for review, you'll save time by minimizing the need for attorneys to contact you.

- Have you communicated any settlement parameters?
- Does the covering attorney have the authority to settle?
- Do they know who to call to get permission if need be?
- Can the attorney accept credit card payments?
- Do you need them to secure a current mailing address?

# Documents

In an increasingly paperless world, the timeless adage “paper is money” still rings true.

While it is important to make sure your appearance attorneys have the right documents, it’s also important not to provide them with so much it becomes a burden.



## Give your attorney only what they need.

Consider the printing and time costs that an attorney has to spend preparing and organizing the attached documents and try to avoid putting an undue hardship on the appearing attorney. Please separate and categorize documents before sending them to the attorney.



*“Not sure what is necessary? Don’t hesitate to ask – our attorneys have knowledge and experience with local courts and judges.”*

Rocky Ashby  
Director of Coverage, Docketly

# Communication

Establish a communication “hotline” with multiple contact options and be sure to include mobile phone numbers.

- Who has the authority to make decision about the hearing?
- Can they quickly be reached and will they be available?
- Do you have back up in case someone is sick or has gone on vacation?
- Does the appearing attorney have those contact details?
- Have you made a plan for handling any after-hours emergency issues?



## Provide your appearance attorney with clear, easy-to-understand instructions.

If you don't want attorneys to contact you directly, make sure to tell your appearance service provider so they can inform their attorneys.

# Timeliness



For the best possible outcome, please make sure you post your hearings with as much lead up time as possible. Last minute postings are the most problematic.

## It's better to post early and cancel.

Don't wait, give us you hearing as soon as you can to ensure best attorney available at the best price.



*"Remember, you don't have to have all of the attachments before securing coverage. You can come back later and submit the relevant documents at a later time—just give the appearing attorney enough time to read and prepare."*

Alicia Glickman,  
Director of Customer Success, Docketly

Do you have more questions?

Are you interested in learning more?

We are here to help!

Call (800) 910-1492 or visit [docketly.com](https://docketly.com)