THE CASE FOR GROWTH

Client Intake Checklist

Complete Onboarding Process for New Clients

SECTION 1: INITIAL CONTACT & SCREENING

- [ ] Record initial contact date and method (phone, email, referral)
- [ ] Document how client found your firm (referral source, marketing channel)
- [ ] Conduct preliminary conflicts check in case management system
- [ ] Verify matter is within firm's practice areas and expertise
- [ ] Assess urgency and key deadlines (statute of limitations, filing deadlines)

SECTION 2: CLIENT INFORMATION

- [ ] Full legal name (as appears on government ID)
- [ ] Contact information (phone, email, mailing address)
- [ ] Date of birth and Social Security Number (if required)
- [ ] Preferred method and time for communication
- [ ] Emergency contact information

SECTION 3: MATTER DETAILS

- [ ] Detailed description of legal matter or issue
- [ ] Key dates, deadlines, and timeline requirements
- [ ] Opposing parties identified with contact information
- [ ] Any existing court filings, case numbers, or proceedings
- [ ] Prior legal representation in this matter (if applicable)

SECTION 4: CONFLICTS & COMPLIANCE

- [ ] Complete comprehensive conflicts check (all parties, related entities)
- [ ] Document conflicts check results in case file
- [ ] Verify no ethical conflicts with current or former clients
- [ ] Check for conflicts with firm's financial interests
- [ ] Obtain conflict waiver if necessary (with written consent)

SECTION 5: ENGAGEMENT & FEES

- [ ] Explain fee structure (hourly, flat fee, contingency, retainer)
- [ ] Provide written fee agreement with payment terms
- [ ] Discuss estimated costs and potential additional expenses
- [ ] Explain billing procedures and invoice frequency
- [ ] Collect initial retainer or payment (if applicable)

- [ ] Set up payment method (credit card on file, ACH, etc.)
- [ ] Provide client with signed engagement letter

SECTION 6: DOCUMENTATION

- [ ] Collect all relevant documents from client
- [ ] Create case file in document management system
- [ ] Upload and organize all client-provided materials
- [ ] Send client welcome packet with firm policies
- [ ] Provide client with secure portal access (if applicable)

SECTION 7: CASE MANAGEMENT SETUP

- [ ] Create matter in case management system
- [ ] Assign matter to responsible attorney and team
- [ ] Set up calendar for key deadlines and court dates
- [ ] Create task list for initial case steps
- [ ] Schedule initial case strategy meeting
- [ ] Set client communication schedule and expectations

SECTION 8: COMMUNICATION & EXPECTATIONS

- [ ] Explain attorney-client privilege and confidentiality
- [ ] Set expectations for response times and availability
- [ ] Discuss case strategy and potential outcomes
- [ ] Provide realistic timeline for matter resolution
- [ ] Schedule next client meeting or checkpoint
- [ ] Confirm client's preferred communication methods

Implementation Guidelines

Consistency
Complete this checklist for every new client matter to ensure no steps are missed.

Compliance
Store completed checklists in client files for audit trails and regulatory compliance.

Optimization
Review intake procedures quarterly and update based on client feedback and outcomes.

Customization
Adapt checklist items to match your specific practice areas and firm requirements.

Need Expert Guidance?

Get personalized support for implementing efficient client intake systems

Book a consultation