

GENA WALLING MCCRAY, PLLC

ATTORNEY AND COUNSELOR AT LAW
LOUISBURG, NORTH CAROLINA

HOW TO COMMUNICATE WITH YOUR ATTORNEY



Making sure your attorney has the most up-to-date information in your case is extremely important, but it may not always be easy to reach your attorney by telephone. This is not because your attorney does not care about you or your case; it is that your attorney most often has a schedule that she cannot control. A lawyer is not only responsible to you, but she is also responsible to the court system, including hearing dates, depositions, meetings, interviews, and other obligations that require her to be away from the telephone and unable to return calls. For this reason, this is the plan for our clients to communicate with Ms. McCray. If you follow this plan, your communication needs will be met.

1. **Always have an appointment on your attorney's calendar.** Each time you talk or meet with Ms. McCray, you should immediately schedule your next appointment to connect with her. If Ms. McCray doesn't schedule the appointment with you at the end of the call or meeting, please see or call her staff to schedule the next meeting time. This way we can stay in touch and make sure that we are not missing anything that you need or want addressed.
2. **Talk with the staff.** The staff at Gena Walling McCray, PLLC are here for you! They help you and communicate with you. They have the same confidentiality with you that your attorney does. They are up-to-date on your case and can answer a lot of questions that you may have. If you have a question that they cannot answer because it is a legal question or they do not know the answer, they will either ask Ms. McCray and call you back or they will schedule an appointment for you. If you have an emergency, let them know. They will know how to reach me, and together we will determine what needs to happen next.
3. **Schedule an appointment.** If your next scheduled appointment is not soon enough and you want to either talk or meet with your attorney, call and schedule the appointment for an earlier time. Please do not leave a message for the attorney to call you back because your attorney's court and meeting schedule will not allow time for a call back. Please schedule an appointment.
4. **Send an email.** Emails are an efficient way to communicate if you have a quick question. Your attorney may be in Court waiting her turn for a hearing and can check email but cannot return your call. If she cannot quickly answer your question by email, she will forward your email to her staff and ask them to schedule an appointment. If the attorney is in a trial, she may not be able to check email. If you do not receive an email back by the next day, please call the office and schedule an appointment or ask the staff your question.

If you become frustrated about communication at all, please schedule an appointment with Ms. McCray. She really wants to help you, and will do her best to meet your needs.