

## **Tenant Law Group Platinum Consultation FAQs**

### **Q: What is a Platinum Consultation?**

*A: A Platinum Consultation is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter and provide you with a written case evaluation and a recommended action plan. A Platinum Consultation consists of attorney review of your materials; a one-hour consultation via Zoom (or by phone upon request); and a written case evaluation, which includes a factual background, legal analysis (including links to applicable laws), action items, and resources. While our attorneys can “ghost-write” brief correspondence on your behalf, a Platinum Consultation does not include any direct correspondence from Tenant Law Group on your behalf to a third party.*

### **Q: What can I expect at a Platinum Consultation?**

*A: Tenant Law Group’s attorney will have reviewed whatever materials you provide in advance of the consultation. At the start of the consultation, the attorney will propose an agenda to make the best use of the hour; however, how you wish to use the time is ultimately up to you. The attorney generally begins by asking you to prioritize your questions, documents to be reviewed, and/or advice needed and then sets an agenda to ensure sufficient time for answering questions, reviewing documents, and giving advice.*

### **Q: Do I need to appear in person for the Platinum Consultation?**

*A: No. Platinum Consultations are available via Zoom or by phone upon request. Please be sure to provide electronically (i.e., via fax, email, or Microsoft OneDrive) any documents you would like our attorneys to review in advance of the consultation.*

### **Q: Is the advice given during a Platinum Consultation protected by the Attorney-Client Privilege?**

*A: Yes.*

### **Q: Do I need to sign a Legal Services Agreement for a Platinum Consultation?**

*A: No.*

### **Q: What times are your attorneys available for a Platinum Consultation?**

*A: Generally, weekdays from 8:30 a.m. to 7:30 p.m., Monday through Friday, and 10:00 a.m. to 2:00 p.m. on Saturdays and Sundays. We will do our best to accommodate your schedule.*

**Q: What is the fee for a Platinum Consultation?**

*A: \$375.00.*

**Q: How do I pay the fee?**

*A: Visit <http://tenantlawgroupsf.com> and click on the “Get Help Now” link on the top menu bar OR follow [this link](#) to schedule and pay for a Platinum Consultation.*

**Q: When is the fee due?**

*A: At the time the appointment is made.*

**Q: Can I pay a portion of the fee for less time?**

*A: Unfortunately, no. The \$375.00 fee is the minimum due for a consultation and includes up to one hour of time, whether that time is fully utilized or not.*

**Q: Can the sixty minutes be non-consecutive?**

*A: Unfortunately, no. The consultation must take place during a consecutive one-hour period.*

**Q: Will an attorney follow up with me after my Platinum Consultation?**

*A: Yes. Included in the Platinum Consultation fee is a written case evaluation, which includes a factual background, legal analysis (including links to applicable laws), action items, and resources.*

**Q: When will I receive the written case evaluation, which includes a factual background, legal analysis (including links to applicable laws), action items, and resources?**

*A: Generally, within two business days from the date the consultation.*

**Q: What types of consultations does Tenant Law Group offer?**

*A: All of the following:*

- 1. **Silver Consultation (30 Minutes + Videoconference/Telephone + Tenant Rights Attorney): \$195.00.** This is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter and provide you with a summary of your rights, detailed legal analysis, and a recommended action plan. A Silver Consultation consists of attorney review of your materials and a thirty-minute consultation via Zoom (or by phone upon request). While a Silver Consultation does not include any written attorney work product, a written analysis of your matter, which includes a factual background, legal analysis (including links to applicable laws), action*

items, and resources is available to clients who retain Tenant Law Group for a Platinum Consultation.

2. **Gold Consultation (60 Minutes + Videoconference/Telephone + Tenant Rights Attorney): \$285.00.** This is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter, discuss your rights, and recommend an action plan. A Gold Consultation consists of attorney review of your materials and a one-hour consultation via Zoom (or by phone upon request). While a Gold Consultation does not include any written attorney work product, a written case evaluation, which includes a factual background, legal analysis (including links to applicable laws), action items, and resources is available to clients who retain Tenant Law Group for a Platinum Consultation.
3. **Platinum Consultation (60 Minutes + Videoconference/Telephone + Tenant Rights Attorney + Written Case Evaluation & Action Items): \$375.00.** This is a limited engagement with Tenant Law Group during which a tenant rights attorney will analyze your legal matter and provide you with a summary of your rights, detailed legal analysis, and a recommended action plan. A Platinum Consultation consists of attorney review of your materials; a one-hour consultation via Zoom (or by phone upon request); and a written case evaluation, which includes a factual background, legal analysis (including links to applicable laws), action items, and resources. While our attorneys can “ghost-write” brief correspondence on your behalf, a Platinum Consultation does not include any direct correspondence from Tenant Law Group on your behalf to a third party.

**Q: If I need further counsel, can I schedule other consultations?**

A: Yes. You may retain Tenant Law Group for an unlimited number of consultations whether **Silver Consultation** (30 Minutes + Telephone/Videoconference + Tenant Rights Attorney; \$195.00); **Gold Consultation** (60 Minutes + Telephone/Videoconference + Tenant Rights Attorney; \$285.00); or **Platinum Consultation** (60 Minutes + Telephone/Videoconference + Tenant Rights Attorney + Written Case Evaluation & Action Items; \$375.00. Please follow [this link](#) to schedule a consultation.

**Q: Can I hire Tenant Law Group to represent me beyond a Silver Consultation?**

A: Yes. In addition to Silver, Gold, and Platinum Consultations, Tenant Law Group currently assists tenants in recovering money in landlord disputes. While landlord disputes frequently involve the potential recovery of money damages, only certain matters meet our criteria for legal representation, which we offer on a contingency fee basis. For more information, scroll to “Do I Have A Contingency Case?” on the [“Do I Have A Case?” page](#) of our website.

For more information about these services, call (415) 915-7445.