VANDERMOLEN & PRYCE, S.C. · ATTORNEYS AT LAW

New Client Guide

Knowledge Base Document 02 of 2 | www.vandermolenpryce.example | November 16, 2026

New Client Intake: (414) 555-0119 (24 hours a day, 7 days a week). Main line: (414) 555-0110 (Monday-Friday 8:00 AM-6:00 PM). Text: (414) 555-0114. Email: intake@vandermolenpryce.example.

Offices & hours

Office	Address & phone	Hours	Practice areas
Milwaukee	301 North Broadway, Suite 600, Milwaukee, WI 53202 (414) 555-0112	Mon-Fri: 8:00 AM - 6:00 PM Sat-Sun: Closed	Personal Injury, Family Law, Estate Planning, Criminal Defense, Employment Law, Business & Real Estate
Brookfield	17500 West Bluemound Road, Suite 210, Brookfield, WI 53045 (262) 555-0120	Mon-Thu: 8:30 AM - 5:00 PM Fri: 8:30 AM - 4:00 PM Sat: 9:00 AM - 12:00 PM Sun: Closed	Estate Planning, Family Law, Business & Real Estate, Personal Injury
Racine	520 Main Street, Suite 3, Racine, WI 53403 (262) 555-0130	Mon: 9:00 AM - 5:00 PM Tue: By appointment Wed-Thu: 9:00 AM - 5:00 PM Fri: By appointment Sat-Sun: Closed	Criminal Defense, Personal Injury, Estate Planning

Getting started

How to reach us	Call our New Client Intake line at (414) 555-0119 (24 hours a day, 7 days a week), text (414) 555-0114, request a consultation online at www.vandermolenpryce.example/consultation, or call any office during business hours. An intake specialist will ask a few questions (about 10 minutes), run a conflict check, and schedule your consultation.
Conflict check	Before we can discuss your case, we must run a conflict check to make sure we don't already represent anyone else involved. Please have the full names of the other parties (for example, the other driver, your spouse, or your employer) ready when you call.
Consultation formats	Consultations are available in person at any office, by phone, or by secure video. Evening consultations until 7:30 PM are available at Milwaukee on Tuesdays, and Saturday morning appointments at Brookfield (9:00 AM-12:00 PM).
Legal advice	Our intake specialists and receptionists are not attorneys and can't give legal advice. They can schedule you with an attorney, often the same week, and the same day for arrests and urgent deadlines.
Attorney-client relationship	Contacting us, calling, or submitting a form does not create an attorney-client relationship. We represent you only after we have agreed in writing (an engagement letter or fee agreement). Please don't send confidential details about your case until we've completed a conflict check.
Communication	Attorneys are often in court or meetings. We return client calls and emails within 1 business day, and usually the same day. Urgent matters (arrests, court dates within 48 hours, and hearings) are routed to an attorney right away.
Languages	Spanish-speaking attorneys and staff at all three offices, and Hmong-speaking attorney Kaying Vang and case manager Tou Lor at Milwaukee. Free interpreters are available for any other language, including ASL with 3 business days' notice.
Urgent matters	Arrests, court dates within 48 hours, and papers with deadlines: call (414) 555-0119 any time. An attorney calls back, usually within 1 hour.

What to bring, by practice area

Practice area	Bring
Personal Injury & Workers' Compensation	Crash report number or a photo of the police report; Photos of the vehicles, scene, and injuries; Your auto insurance card and the other driver's information; Names of doctors and hospitals you've visited; Any letters or emails from insurance companies
Family Law & Divorce	Recent pay stubs and the last 2 years of tax returns; Bank, retirement, and investment statements; Mortgage and debt statements; Any existing court orders or agreements; A list of questions and your goals for the children
Estate Planning & Probate	A list of assets and how they're titled (home, accounts, retirement, life insurance); Names and contact information for the people you want to name; Any existing will, trust, or powers of attorney; Death certificate and will (for probate matters)
Criminal Defense & OWI	Your citation, criminal complaint, or bond paperwork; Your next court date and courtroom; Any paperwork about your driver's license (for OWI); Names of witnesses
Employment Law (Employees)	Your offer letter, handbook, and any employment agreement; Termination letter or severance agreement (and its deadline); Pay stubs and timesheets; A timeline of what happened, with dates and names
Business & Real Estate	Draft contracts, leases, or offers to purchase; Your business's articles and operating agreement, if any; A list of owners and how they'll split ownership; Deadlines (closing dates, lease start dates)

Holiday closures 2026-2027

Holiday	Date	Hours
Thanksgiving	Thursday, November 26, 2026	Closed (all offices)
Day after Thanksgiving	Friday, November 27, 2026	Closed (all offices)
Christmas Eve	Thursday, December 24, 2026	Close at 12:00 PM (Milwaukee and Brookfield); Racine closed
Christmas Day	Friday, December 25, 2026	Closed (all offices)
New Year's Eve	Thursday, December 31, 2026	Close at 3:00 PM (all offices)
New Year's Day	Friday, January 1, 2027	Closed (all offices)
Good Friday	Friday, March 26, 2027	Close at 12:00 PM (Milwaukee and Brookfield)
Memorial Day	Monday, May 31, 2027	Closed (all offices)
Independence Day (observed)	Monday, July 5, 2027	Closed (all offices)
Labor Day	Monday, September 6, 2027	Closed (all offices)

The intake line, (414) 555-0119, is answered every day of the year.