



CLIENT AGREEMENT

*Pro Bono Partnership of Ohio ("PBPO") serves hundreds of nonprofit clients. To continue to meet the demand for our free legal services and ensure the highest quality of representation for you, we need your full cooperation. **Failure to uphold this Agreement can result in termination as a PBPO client.***

On behalf of our organization, we agree to:

1. Respond to all e-mails and phone calls from PBPO staff and attorney volunteers in a timely manner; and inform them if we will be delayed in providing responses.
2. Not engage any paid attorneys without prior clearance from our PBPO staff attorney.¹ We understand that if we pay for legal services without prior clearance, it may affect our ability to remain a PBPO client.
3. Inform our Board of Directors that PBPO is providing pro bono legal services and inform them of each specific pro bono matter PBPO handles on our organization's behalf.
4. For each project:
 - a. Communicate these guidelines to any staff or board member that will be working on the matter.
 - b. Promptly sign each engagement letter.
 - c. Join conference calls and meetings on time.
 - d. Promptly pay for any third-party fees (such as paying a filing fee to the U.S. Patent and Trademark Office when registering a trademark).
 - e. Inform our PBPO staff attorney if we need to put a matter on hold, if there are obstacles to completing a matter, or if we no longer need assistance.
 - f. Notify our PBPO staff attorney when a matter is completed.

While not required, we encourage you to send a thank you note to the volunteer following the completion of each matter, copying PBPO.

5. Make all requests for future assistance with new legal matters through PBPO and not through our individual attorney volunteers.

We understand that failure to uphold these responsibilities may result in the closing of our legal matters and/or termination of our organization as a PBPO client.

¹ To receive our free legal services, your organization must continue to qualify for our services, including demonstrating an inability to pay for legal services.