

## Communications Policy - Ohio Foreclosure Defense - Cincinnati and West Chester

Written by  
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At Dever Legal Services, we pride ourselves in giving our undivided attention to our customers and clients. In order to achieve this goal, we have made a few changes as to how we answer your telephone calls, how we respond to emails, facsimiles, social media, SMS, and web inquiries. Because the volume received each hour, and in an effort to increase efficiency, we have chosen to respond responding client and customer communications during established hours Monday through Friday.

Each Professional displays their available hours based upon type of correspondence. This move allows us to give each client and customer the personal and uninterrupted service we would expect for ourselves.

If you are not a current client, but a prospective customer of Dever Legal Services, please feel free to use the [On-Line E-Mail](#) form and a member of our staff will contact you.

As a Current Client with matter which requires immediate assistance which cannot wait until the times indicated by each professional, please contact our main switchboard Ext #4 or login to your account and open a Help Ticket, assign the matter and document(s) with you concerns and an instant notification will be sent to the designated professional.

Thank you for your understanding this move to more efficiency AND effectiveness. It helps me accomplish more to serve you better!