

Hello. My name is _____ , I'm a volunteer lawyer and I am following up on your recent call to MidPenn Legal Services. I understand that you want to speak to a lawyer?

In order to help you, I need to ask you a few questions:

1. Have you talked to any lawyers about this problem?

If yes –

- a. Who did you speak with?
- b. What did they say?
- c. Why are you no longer working with that attorney?

2. Did you receive any documents, letters or court orders about this issue?

If yes –

- If they are nearby, can you go get them while I hold?
- [If the papers are somewhere else] Can you get the papers and I will call you back [tomorrow] at _____ am/pm at this number?

3. Okay, please tell me about your problem?