

Legal Client Intake Form

ORGANISATION

General new matter intake for a law firm. Captures the parties, the issue, the conflict check and the engagement basis.

DATE

Enquiry details

DATE OF ENQUIRY

TAKEN BY

PRACTICE AREA

MATTER NUMBER

HOW THE ENQUIRY ARRIVED

☐ Phone

☐ Website form

☐ Email

☐ Walk in

☐ Referral

☐ Existing client

☐ Online search

☐ Advertising

REFERRED BY (PERSON, FIRM OR SOURCE)

REFERRAL FEE APPLIES

Prospective client

CLIENT TYPE

☐ Individual

☐ Company

☐ Trust

☐ Partnership

FULL LEGAL NAME

TRADING NAME, IF ANY

COMPANY OR ENTITY NUMBER

DATE OF BIRTH

OCCUPATION

ADDRESS FOR SERVICE

POSTCODE

MOBILE

EMAIL

PREFERRED CONTACT

IDENTITY DOCUMENTS SIGHTED

VERIFIED BY

DATE

Other parties

List everyone with an interest in the matter. This drives the conflict check.

NAME	ROLE IN THE MATTER	THEIR REPRESENTATIVE	RELATIONSHIP TO CLIENT

Conflict check

- ☐ Search completed, no conflict ☐ Potential conflict identified ☐ Conflict, cannot act
- ☐ Informed consent required

SEARCHED BY

DATE

NOTES AND RESOLUTION

The matter

SUMMARY OF THE ISSUE IN THE CLIENT'S WORDS

WHAT OUTCOME DOES THE CLIENT WANT

KEY DATES AND DEADLINES

ANY LIMITATION DATE

URGENCY

DOCUMENTS PROVIDED AT INTAKE

PROCEEDINGS STATUS

- ☐ None commenced ☐ Threatened ☐ Commenced ☐ Judgment entered

COURT OR TRIBUNAL AND FILE NUMBER

NEXT LISTED DATE

Prior advice

PREVIOUS LAWYERS CONSULTED ON THIS MATTER

WHY THEY ARE NO LONGER ACTING

Engagement basis

PROPOSED FEE ARRANGEMENT

- ☐ Hourly ☐ Fixed fee ☐ Conditional ☐ Retainer
- ☐ Legal aid ☐ Insurer funded ☐ Not yet discussed

ESTIMATE GIVEN

MONEY ON ACCOUNT REQUIRED

COSTS DISCLOSURE SENT

INTAKE OUTCOME

- ☐ Accept, open file ☐ Decline, send letter ☐ Refer out ☐ Pending partner review

REASON FOR OUTCOME

RESPONSIBLE LAWYER

Send a non-engagement letter to every declined enquiry. An enquiry that receives no written response is the most common source of a mistaken belief that the firm was acting.

Acknowledgement

- ☐ I understand no lawyer and client relationship exists until a costs agreement is signed
- ☐ The information I have given is true and complete to the best of my knowledge
- ☐ I have been told the firm must complete identity and conflict checks before acting

PROSPECTIVE CLIENT SIGNATURE

PRINT NAME

DATE