



## The 7 Insider Tips to Fix your Legal Problems Without Stress!



### Important information

At Last! Important information about property settlements to ensure your legal matters are settled affordably, in a professional manner and stress free...

Legal problems can be difficult and stressful enough... Don't make it worse than it needs to be!



**RIGOLI LAWYERS**

YOUR PROBLEM + OUR EXPERIENCE = STRESS FREE SOLUTION

MARIA RIGOLI

Principal and Founder of Rigoli Lawyers  
B.A. LLB. (MELB) ACC.SPEC (FAM)



Dear Friend,

If you currently have a legal problem, are looking to start legal proceedings or are thinking of getting legal advice... then this report may be the most important one you will read... perhaps ever. Here's why...

My name is Maria Rigoli and I am dedicated to helping people resolve their legal problems stress free. You see... our world is changing constantly and our stress levels are on the rise. The whole point of hiring any professional is to minimise your stress.

Often though, it actually adds to people's stress. And I am not talking exclusively about lawyers here. You would have seen the horror stories on TV and in the tabloids. Innocent people in a living nightmare..... all because they chose the wrong "professional" to help them. Whether it is a tradesman, a medical professional or even a lawyer... because you don't use them every day, you need to know what to look for when you hire them.

In 2008, there were 15,326 businesses and organisations providing legal services and legal support services in Australia... and that number grows larger every year (Law Council of Australia). With so many law firms to choose from... how do you know which one to choose? What sets them apart? Not all lawyers are the same. But without any insider knowledge... you are left in the dark.

You see, many people become confused and overwhelmed when it comes to hiring a Lawyer. Unfortunately, some people think that by ignoring the situation... it will go away.

Well, I'm sorry to say, it usually just makes things worse... a lot worse! Finding the right Lawyer doesn't need to be hard! The GOOD News is... there is an easy way for you to know how to fix your legal problems without stress... which is exactly why I have written this report. In fact, I have 7 great tips for you to make your life easier.

*Please note: This information is of a general nature only. We recommend you get specific legal advice tailored to your circumstances and the particular problems you may be experiencing. Everybody's case has unique facts and circumstances and therefore requires unique advice and solutions.*

Warmest regards,

*Maria Rigoli*

Maria Angela Rigoli B.A. LLB. (Melb) Acc.Spec (Fam)  
2016 Suburban Lawyer of the Year Winner- LIV Awards  
Principal Lawyer and founder of Rigoli Lawyers

P.S. This can be a difficult time for you... be sure you are making the right decisions for your future. Call **(03) 8742 3199** or email us at [info@rigolilawyers.com.au](mailto:info@rigolilawyers.com.au) to book in for your FREE 30 minute "Fix your Problem" Consultation with one of our Lawyers. You will know exactly what to expect so there are no surprises. *We have convenient locations at Werribee, Point Cook, Caroline Springs and Melbourne CBD.*

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## INSIDER TIP 1

### Look at the lawyer's experience

*"Immediate service, felt we were right on top of things with every aspect of my case. Communication was absolutely brilliant. 5 stars, has never had this sort of experience with solicitors before – can't recommend Rigoli Lawyers highly enough." Annette L, Teacher's aide.*

Whichever way you look at it... "there is definitely no substitute for experience." However, the big question is... what type of experience is important?

You see, Court experience is very important because when the lawyer puts together your case or documents, they will need to be fully aware in advance of how the Court will react to the presentation and documentation of your case. This way they can prepare accordingly. No one wants to be caught off guard, made a fool of or worse still... have a harsh decision made by a judge against them due to their ignorance of court procedure and practice.

First-hand knowledge and experience of what is acceptable to the Courts, and what are the minimum thresholds to get things through, will save you time and money and embarrassment.

For example, if you are contesting a will, when you prepare the documents for the Supreme Court... both the judge and the other side will take your case more seriously if your lawyer has also provided a written certification that there is a proper basis for your claim.

Experience in negotiations is also a critical. For instance, if you have a weak case for getting a property settlement, and your lawyer has strong negotiation skills... they may help you broker an out of court settlement with a good result without risking your chances of actually going before a judge. You also need experience in negotiations to be able to counteract the tactics and strong position often held by the other party.

Lawyers with the wrong level of experience or no experience in your legal matters are more of a hindrance to your case than a help!

**Tip: Stay well clear from a lawyer with little or no proven experience.**

## INSIDER TIP 2

### Cheapest isn't always best... Neither is the most expensive!

As they say "You get what you pay for!" In a world where we have all been to seek out the cheapest price... getting the lowest price doesn't always work. When it comes to the Law, you need someone who knows exactly what they are doing... and that doesn't come cheap. Yet still people will shop around on price.

Shopping around on price is like knowing you need cardiac bypass surgery and shopping around for the cheapest doctor to do your surgery. You only have one chance to get it right... would you risk your health or life just to save a few dollars?

And at the same time, it isn't necessary to get the most expensive surgeon either. They probably haven't done as much work as the affordable, fair priced surgeon because of their exorbitant price. Besides... sometimes the expensive surgeons aren't as friendly as the others because they get so caught up in the process that they forget to see the person.

Hiring a lawyer is exactly the same. You want the fairest, most affordable price you can get, from the most respectful, considerate and friendly lawyer you can find.

**Tip: Beware of low fee and expensive lawyers.**

## INSIDER TIP 3

### Look for a specialist lawyer

*"Maria Rigoli and her professional team at Rigoli Lawyers provided me with a great service in handling my family law matter. The communication was terrific. I was always kept informed, questions were always answered and messages were always attended to in a timely manner. I have already recommended the service of Rigoli Lawyers to others and would consider them to be true experts in the field."* Mr A.A, Hoppers Crossing

In the last tip I gave the example about cardiac bypass surgery... it makes sense when you need that procedure done... you would need a specialist. It just makes senses.

What doesn't make sense is when people hire the wrong Lawyer for the wrong job.

Decades ago it was enough to be a general practitioner and do a little bit of this and a little bit of that, but these days clients require specialist advice and attention as the laws and legal framework have become more and more complicated.

Just as a doctor would refer you to a surgeon or specialist for a difficult medical condition, you should not rely on a generalist practitioner if you have a difficult or complex legal matter. You are better off with a specialist in that area.

If your legal work is simple and straight forward, then any lawyer should be capable of handling it. Beware though of getting what you pay for. Some Lawyers will quote you a cheaper hourly rate but the work actually takes them much longer because they don't have the right specialisation. Whereas a specialist Lawyer knows exactly what they are doing and can do it very quickly.

Having specialist skills in a certain area of law means the Lawyer is used to doing the work over and over again. They are also used to seeing and quickly dealing with complicated problems in that area because they have so much experience. They will not need hours and hours to research a simple area to solve your problem, thus in the end saving you time and money and potential headaches of getting the wrong legal advice or work done.

**Tip: Make sure you are clear on the specialty your Lawyer has. For example, the specialty of our legal practice is in the area of family law followed by deceased estates and property.**

## INSIDER TIP 4

### Lawyers who keep educating themselves have better results!

When lawyers continue their legal education, it means they can keep up to date with the latest cases and legal trends. The legal word moves quickly and Lawyers who don't keep up are left behind! There is nothing worse than a professional who is not up to date with their own profession!

When it comes to junior lawyers, they are always better equipped when their experienced, principal lawyer/s effectively mentor them and train them personally. They are even better placed to do a far better job than a senior lawyer who did not get the same mentoring and training or had to learn by themselves without resources or guidance... or even worse, at the expense of the client.

Many small firm principal lawyers these days do not spend the time to properly train and mentor their junior lawyers from the beginning, and only intervene when there is a problem. I believe that "prevention is better than cure" to ensure every lawyer delivers the highest standard of work. Therefore, all lawyers in our firm regardless of experience are personally trained, mentored, and monitored closely by myself as their Principal, and provided plenty of legal education resources to constantly be kept up to date.

Also vitally important, is the training and mentoring of the paralegals and support staff that often do the bulk of the admin and minor legal work on a client's file. If the links of quality in a law practice are consistent, you will get a consistently high standard and high client satisfaction. **Tip: Lawyers that get the best results never stop training themselves and their staff.**

## INSIDER TIP 5

### **Are they up to date with current technology?**

*"Rigoli Lawyers has been such a fantastic support and were always there for me during a very difficult time concerning my children and Consent Orders. Maria was always prompt with advice, understanding and her years of experience as a lawyer was invaluable to my case. Thank you for everything." J. A. Werribee*

Technology is important to any modern business and the legal world is no different!

Having the best lawyers and paralegals, a law firm will need to have the right software and technology to fully back up their knowledge and experience, and execute the case plan for the client.

A professional, efficient and effective system... saves both the lawyer and the client time and money. It will also provide convenience and properly facilitates the delivery of high quality legal services.

Important things such as legal time limits that affect your rights can be projected and tracked this way, as can timing when costs are being reached or exceeded. The generation of legal documents also is best done if the software producing the documents is cutting edge and up to date constantly adapting to all changes in the legal world. Being able to quickly respond to a client's contact request no matter where they are, is also important especially in urgent matters. We are no longer in the "snail mail" world; law firms need to be up to date with technology to help their clients better and faster. We understand that for clients too – "time is money".

**Tip: A law firm with the right systems in place and up to date technology will save you time and money.**

## INSIDER TIP 6

### **Look at how passionate they are about their work and their team work**

*"I have directed many people to Rigoli Lawyers and people have taken up their services. Rigoli Lawyers took the stress and headache out of my divorce and took care of everything without me having to worry or chase them up." Lindy, Manager, Melbourne.*

Almost more importantly than all the above factors, your legal team must be able to play ball as a team to get the job done. Of course, each person in the team must have the right experience but they also need to have a great passion for the law.

I am sure you have seen and experienced people who hate their job... I see it all the time (Not where I work though!! And that is not by any accident!). With other businesses, I see that do not have motivated or passionate staff, it never gives me any confidence that they can do the service I am paying them for.

Think about it for a moment... who would you prefer working for you? A person who doesn't like their job, doesn't care who wins as long as they get paid and do the bare minimum to get the job done so they can go home... or someone who loves their job, has a strong desire to win and is passionate about getting the best result for their clients.

For me it is a "no brainer"! Which is why I am very selective about who works at my firm. I only hire professionals who are motivated to work tenaciously for our clients, who aim for cost efficient desired outcomes... oh, and they need to love to win!!!!

**Tip: Legal work is not just a job! Make sure the whole team goes to work to win!**

## INSIDER TIP 7

### Check their testimonials and client feedback

*"They always responded to my concerns promptly, which eased a lot of my stress during a very difficult divorce settlement."*

*"I came to Rigoli Lawyers after being with two other lawyers, and this was definitely the right move for me. I found Maria and her team to be very clear and knowledgeable in the advice given and they always responded to my concerns promptly, which eased a lot of my stress during a very difficult divorce settlement. I would recommend them to anyone needing legal support after separation." K, Werribee.*

In our modern world... it is too easy for businesses to try and impress us with pretty graphics, impressive logos and even squeaky clean social media campaigns. Impressive as all that may be...these are all just superficial ways to get clients through the door and for them to make money.

Now it is not wrong for businesses to want to make money... but money isn't everything!

The most important factor in business is how they treat their clients. And that is where testimonials and client feedback comes in.

You see, every business will tell you how well they take care of their clients... but isn't it always far better to hear it from the people who really know... their clients?

When any company or business doesn't have testimonials for people to look at, I ask myself 2 important questions:

1. Are they trying to hide something? And perhaps even more importantly...
2. Don't they care about their customer service enough to ask for their client's feedback?

I mean to say, as a business owner... don't you want to hear what your clients have to say so you can fix any problems and improve their experience?

This is why I ask my clients for their feedback and put their testimonials on my website.

Some people think I am boasting... I think it is more important for people to hear about my business from people who know best... my clients!

**Tip: Check what their clients have said about them. Don't believe everything you read on their website, especially if they are talking about what they can do. See what their clients have to say about them.**

## WHAT TO DO NEXT?

If you want to know more information or need legal advice now, you can book in for your **FREE Consultation** with anyone of our lawyers... call our office on (03) 8742 3199 and mention you have read this Guide and we will be happy to provide you with 30 minutes of a lawyer's time for **FREE**. You'll be surprised how much can be accomplished in this time and how easy it will make it for you to decide on what to do next - perhaps you won't need to do anything.

### What if I can't afford to pay a lawyer?

If you are shopping around for cheaper lawyers just be aware that an experienced solicitor may charge more per hour, but they may also take less time to do the work because of their experience and familiarity in that area of law. If your matter is complicated or has complex legal issues, an experienced solicitor that has had a lot of hands on court work, should be able to get to the crux of the problem quickly and provide a strategy for your case with careful planning and detailed advice about your options. A generalist may take longer to do this and in the end you may pay more for the same service even though the hourly rates were different.

If you cannot get legal aid and cannot afford to pay a lawyer yourself (and end up representing yourself), there are duty lawyers often at court that can help with advice and some limited representation at hearings but they generally will not be doing your court documents and they won't be responsible for any errors or omissions in your own court documents.

If you can pay at the end of your case when you receive your settlement, you may be able to do that instead of paying up front. Ask your lawyer if you can have a deferred payment option. Some will agree on the basis that you just pay out of pocket expenses but the rest of the fees at the end.

### Is it worth it to engage a Specialist Law Firm?

If your legal work is simple and straight forward, then any lawyer should be capable of handling it. Having specialist skills in a certain area of law means the lawyer is used to doing the work over and over again. They are also used to seeing and quickly dealing with complicated problems in that area because they have so much experience. If you are in any doubt get some advice from an Accredited Specialist - it will save you a lot of time and money in the end and can make the difference between winning and losing.

### **Book a free consult- you have nothing to lose!**

- No obligation free consult face to face or by telephone
- Free legal advice and a case plan tailored to your situation
- Where applicable, get free printed legal information to assist you
- Get your estimate of fees/quote on the spot
- No pressure, you engage us only if and when you wish.

**(03) 8742 3199**

-Call for same day service

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(email request for a preferred day/time appointment and brief explanation of your legal needs)

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