

From: Don Hoefnagel <drodriguez@firstlegalsupport.com>
Subject: eFiling Update: OCSC, and your options with First Legal...
Date: April 7, 2010 1:03:50 PM PDT
To: Christian Staller <cstaller@firstlegalsupport.com>
Reply-To: srodriguez@firstlegalsupport.com



Dear Christian,

Last week we reviewed the various options when filing with the Orange County Superior Court; specifically, the Central Branch, regarding "Complex Litigation" filings. As we informed you, all filings deemed Complex are mandated to be filed through a "3rd Party Provider". The court has stated that their long term vision is an open system, with multiple providers being able to E-File into the system. Again, this is only mandated for Orange County Superior Court, Complex Litigation.

For all other Orange County "Unlimited Division" filings, **we will be providing all of our clients with a special PDF Filing Rate exclusive to the OCSC-Unlimited Division.** [Click Here to learn more about our new Special PDF/Fax Filing rates.](#)

First Legal prides itself on being a company that leverages technology, yet still relies on a 'person-to-person' approach to customer service. Here are some of the ways First Legal differentiates itself when PDF/Fax Filing a document; not all of which are available through competing eFilers:

- [Our Court Department is a 'Live Body' of people](#) consisting of an In-house Court Processing Department, Court Supervisors who 'live' at the Court, and a team of dedicated messengers and filers who are in constant contact with our Operations and Dispatch Departments. Orange County is only (1) of (12) offices strategically located across California, Arizona and Nevada. While First Legal has invested heavily in technology over the years, we have consistently invested in our team, our 'army' of Court Specialists.
- [You will be immediately and personally notified of any issue](#) discovered with a filing; whether On-Demand, part of your Scheduled Court Run, or as a PDF/Fax-filing. Many attorney services simply 'drop the filing'. Not at First Legal.
- [A Conformed Copy of any OCSC-Unlimited Division PDF/Fax-filing will be eMailed back to you the same day as the filing](#) with a physical copy delivered to you the next day.
- And finally, we would like to formally introduce you to our [new Live Chat feature available through our Support Services site](#). The Chat Service is typically online between the hours of 8 AM and 6:30 PM. Our Chat function is managed by a senior staff of seasoned, experienced Customer Service Representatives. Each CSR has a direct connect to all of our Branch Managers and can support you on a variety of topics.

If you have any further questions please contact your First Legal Account Executive or our Orange County Court Team at 714.541.1110 or e-filing@firstlegalsupport.com. And don't forget to [take advantage of our new Filing](#)

[Rates.](#)

Thank you,



Don Hoefnagel, Executive Vice President

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