



FREQUENTLY ASKED QUESTIONS

Q: What is Access+ and how does it work?

Access+ is our firm's monthly membership program. With Access+ you receive unlimited phone and email access to ByrdAdatto. Access+ integrates legal counsel into your advisory team with a predictable monthly fee. Members of Access+ also have access to exclusive member content through ByrdAdatto's member portal. Access+ offers three different base plans with a differing number of projects available.

Q: What is your hourly rate?

We have come to realize that the traditional hourly billing model does not foster alignment. We prioritize transparency with our billing and we have found that it is impossible to communicate the fees in advance for hourly billing, which results in surprise bills

Q: Can you help me decide between Access+ and project based?

Both options are great. As a data point, about 75% of our client base are in Access+. Access+ works well for our clients who value access to their attorneys to bounce questions as they arise. Our Access+ members like that we come alongside them in their business and guide them as a business and compliance partner. Our members also value the predictable monthly fee. With Project Based billing you know the cost of your project upfront, you pay the fee and we begin work.

Q: What is a compliance partner?

Compliance is not stagnant. Rather, laws, enforcement, technology and providers change and tend to cause businesses to drift from being in compliance to non-compliance. As your Compliance Partner we assist you with spotting the issues and developing the solutions with these changes.

Q: How long do I have to commit to Access+?

Access+ is designed as a 12 month commitment. If you decide to cancel prior to the end of the plan year there is no termination fee, however there is the possibility of a 1-time true up payment if you have used more projects than the monthly payments made for that plan year.

Q: What's the fee if I cancel Access+?

If you decide to cancel prior to the end of the term there is no termination fee, however there is the possibility of a 1-time true up payment based on your projects usage vs the amount paid.

access+

Q: Can I use Access+ as a payment plan for my projects and cancel after the work is complete?

Access+ is not a payment plan (though it has the benefits of making fixed payments per month). Rather, it offers so much more in the sense that you will have the unlimited ability to set up calls and send emails as questions arise. As a member of the Access+ family, you also have access to our member portal containing exclusive content for our members.

Q: Will I ever pay more than the monthly retainer?

A: This question comes up with the language in our engagement agreement. We have clients who will use all their projects and, rather than upgrade, pay a Project Fee for projects until their plan renews. The reference to non-retainer works provides the flexibility for us to provide pre-approved project work without need a new engagement agreement. This work would only happen with approval and payment by our client, so there are no surprise bills.

Q: What if I pick the wrong plan?

We understand that sometimes it is hard to predict what will happen in your business, so you do have the ability to upgrade or downgrade your plan based on your needs.

Q: What if I need more services than are in your platinum plan?

We have Off-Menu plans for those clients who need more than the platinum plan.

Q: Can I use all of my projects right now, or do I have to spread them out through the year?

You can use your projects as you see fit, so while we would recommend keeping at least 1 minor project available in case something pops up later in the year, you will have the ability to upgrade your plan or handle any projects that pop up on a project basis if you need additional work after all of your projects have been used.