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Subject: FW: LLLT Program
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From: Heather Cooper [mailto:heathercooper333@gmail.com]
Sent: Thursday, April 29, 2021 1:22 PM
To: OFFICE RECEPTIONIST, CLERK <SUPREME@COURTS.WA.GOV>
Subject: LLLT Program

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To Whom it May Concern:

I work in a law office that's main area of practice is family law. I am the first contact for prospective clients. We consider our fees "more affordable" because our attorney rate is \$240 per hour. But I speak to people on a daily basis that simply cannot afford that. They especially cannot afford the \$5k advanced fee deposit. So they feel like their only option is to either go it alone or try to use a low cost/no cost option that will not assist them with their specific needs.

When I advised that there is an LLLT in our office whose rates are less expensive, but they would still be basically representing themselves in their matter, they are relieved. They don't mind being pro se as long as they can get some real help. There is someone they can sit down with, explain their personal circumstances, get advice and options on their specific situation and they can afford it.

I have never, ever had a client who could afford an attorney but chose the LLLT. Clients that can afford counsel will take it.

The LLLT program helps that very large percentage of the population that is not technically poverty level but still lives paycheck to paycheck. They save the Court's energy and resources by taking care of details that are confusing to the layperson, and save the Court time by following civil procedures correctly.

As someone who speaks to members of the community on a daily, I am confident in saying that a LLLT is no threat to an attorney. Most people WANT an attorney, they would prefer one. It is only those who cannot afford one that the LLLT profession serves.

Thank you for your time.
Heather Cooper