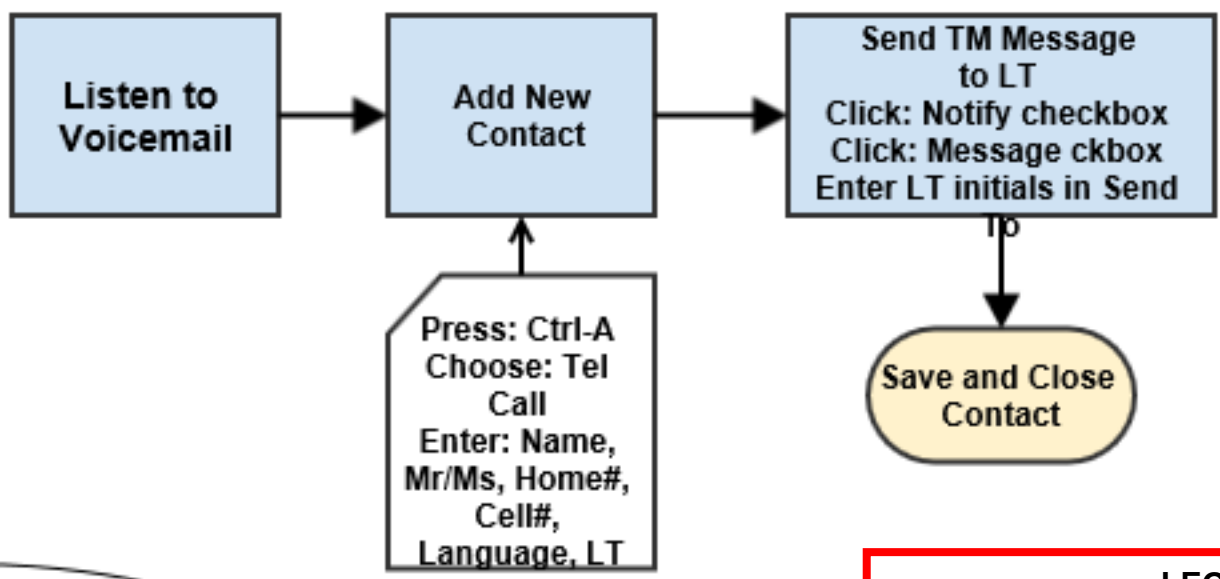


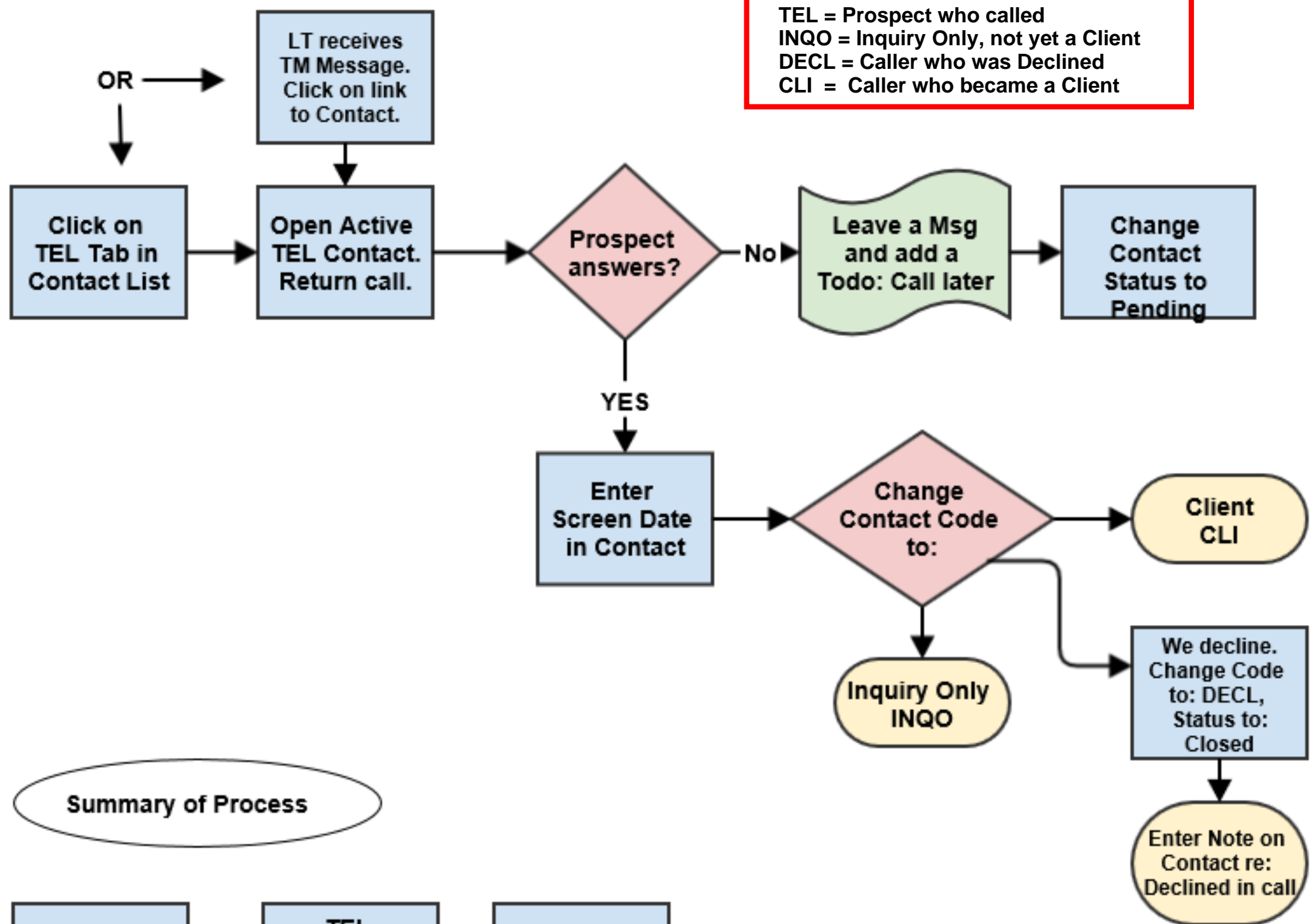
**Enter a TEL Contact in Time Matters**



**LT Responds to Caller**

**LEGEND**  
 LT = Legal Technician

**Contact Classification Codes:**  
 TEL = Prospect who called  
 INQO = Inquiry Only, not yet a Client  
 DECL = Caller who was Declined  
 CLI = Caller who became a Client



**Summary of Process**

