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**RE: Important information - Invoicing/Payment Terms and Conditions, Past Due Account Restrictions Advancement of Court Costs and Processing of Work Requests**

Dear Valued Client:

We trust that this email finds you and yours well as we collectively navigate through this unprecedented time of concern and uncertainty as a result of COVID-19. Please know, we are here for you, and will remain accessible to you and your teams to the greatest extent possible. To that end, we have implemented internal operational adjustments to maintain our business continuity.

We are writing to provide some information and clarity related to the processing of your work requests and our invoicing/payment terms and conditions. While we fully appreciate and respect the sensitivity of the current state of concern nationwide in such trying times, we believe it prudent to maintain open communications to ensure alignment in our efforts to serve and support your legal needs in the most efficient and effective manner as possible.

As you are likely aware, our office advances a significant amount of court costs throughout the various stages of the eviction process. In order for our firm to provide this complimentary and beneficial service, invoices must be paid timely. Reimbursements for the advanced hard costs are detailed on your invoices along with applicable attorney fees. Invoices are required to be paid within our established payment terms of, "net 30", meaning payments are due within 30 days of the services rendered, with the benefit of a 15-day grace period. Over the years, we have always strived to be reasonable, accommodating, and lenient when working with our valued clients on payment matters, and our office must enforce strict compliance with its established payment terms in accordance with our policies and procedures.

In the wake of current circumstances, our office will be issuing all invoices in an electronic format via the email address(s) we have on file. This change will only affect those who currently receive paper invoices via USPS mail. If you would like to update your billing email address(s), please email [billing@barfieldpa.com](mailto:billing@barfieldpa.com).

Please note, we are not adopting changes to our payment policies, but rather enforcing established policies to support and sustain our ability to continue to provide the quality services and resources clients have become accustomed to receiving. Please also understand that accounts that become past due are subject to restriction which impacts our ability to process your work requests. New work requests, especially those requiring the advancement of court costs, will be evaluated on a case-by-case basis to ensure that the account is current before we take any action.



Work requests cannot be honored until we have received payment in full for all past due invoices, without exception.

It is our pleasure and goal to support you in any way that we can and we will continue to work with you to the greatest extent possible; however, invoices must be kept reasonably current, especially during this tumultuous time.

Thank you so much in advance for your kind assistance in this matter. Please feel free to contact us should you have any questions or concerns. Please note, while our offices presently remain open for business to serve you, and our goal is to continue to conduct business as usual to the greatest possible extent, we are embracing social distancing and will utilize electronic and telephonic means of communication to a great degree. In closing, and most importantly, please maintain reasonable health and safety measures throughout this time. Our best wishes to you and your family.

Warm Regards,

Your Friends at Barfield McCain PA

