

Law Firm Leaders: 21 Client Emails Every Law Firm Sends (But Never Writes Down)

Run a tighter firm **without** hiring more staff, rewriting SOPs, or babysitting inboxes.

INSTRUCTIONS

This is a copy-and-paste guide. Skim the list, grab what you need, and drop these into email, intake notes, or your case management system. You don't need to use all of them. You just need the right ones.

INTAKE & FIRST CONTACT

1. New lead acknowledgment
2. Conflict check delay notice
3. "We're not the right fit" response
4. Intake follow-up after no response
5. Consultation confirmation
6. Consultation reschedule
7. "Next steps if you want to move forward"

STATUS, DELAYS & COURSE CORRECTION

14. Weekly status update
15. Delay explanation (without blame)
16. Waiting on client reminder
17. Internal review taking longer than expected
19. Resetting expectations mid-matter

ONBOARDING & EXPECTATION SETTING

8. Retainer received confirmation
9. What happens next (timeline + roles)
10. Document request (clear + firm)
11. "What we need from you to keep this moving"
12. Communication boundaries (response times)
13. Scope reminder (what's included / not included)

CLOSING & POST-MATTER

20. Matter complete notice
21. Final invoice explanation
22. File closing + next steps if needed again

Each script is short, neutral, and designed to reduce back-and-forth, confusion, and emotional replies.

Why This Matters

Most growing law firms don't have a workload problem. They have a **communication drag problem**. When emails live in people's heads instead of systems:

1. Clients get mixed messages
2. Staff improvises under pressure
3. Partners get pulled into avoidable issues

These scripts create consistency without adding meetings, tools, or headcount.

Download the guide here:

<https://bluebird-partners.com>