

THE RESPONSE DESK™

Engagement Letter & Order Form

Sample copy for review. You can read these terms before you sign up; your personalized copy is prepared with your onboarding packet.

DPI Consulting d/b/a The Response Desk · 30 N Gould Street, Sheridan, WY 82801 · theresponsedesk.net ·

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Date: [Date] **Client:** [Client Full Name]

This Engagement Letter confirms the terms of the specific project described below. It is governed by, and incorporates by reference, the Service Agreement, Hold Harmless & Release Agreement, Confidentiality & Non-Disclosure Agreement, and Disclaimer you have signed (together, the “Governing Documents”).

Project

Description: [e.g., a written demand letter to (recipient) regarding (subject)]

Jurisdiction (as provided by Client): [State / locality]

Recommended path (from Situation Review): ☐ Path A: we write it ☐ Path B: we write it; the Client’s own lawyer reviews it before sending

Deadlines known to Client: [list every court, agency, contract, or legal deadline, or write “None known”]

Court, agency, or lawyer involvement: ☐ None ☐ Yes: [describe]

Service Selected

- ☐ Tier 1 — First Letter **\$395**
- ☐ Tier 2 — Follow-Up **\$225**
- ☐ Tier 3 — Escalation **\$795**
- ☐ Personal Letter **Basic \$75 / Standard \$135 / Premium \$225**
- ☐ Business Correspondence **Single \$325 / 3-Letter Bundle \$875**
- ☐ Guided (you draft, we sharpen) **Quick Review \$95 / Strategy + Review \$195**
- ☐ Multi-Letter Dispute Package **Standard \$1,295 / Complex \$3,750**
- ☐ Hourly **Letter Planning & Coaching \$185/hr / Research & Complex Correspondence \$225/hr (2-hr min)**
- ☐ Retainer **Correspondence \$1,195/mo / Dispute-Support \$550/mo**
- ☐ Hardship Request **\$109 (one outline, one organization; follow-up version and Request Kit included)**
- ☐ Household Bundle **\$199 (up to 3 organizations, same household hardship, ordered together)**
- ☐ Additional organization (same situation) **\$45**
- ☐ Renewal Letter **\$45 (same organization and program; updated facts)**
- ☐ Debt Verification Request **\$109 (one outline, one recipient)**
- ☐ Second recipient, same debt **\$45**

Add-Ons

- ☐ Rush Turnaround **+50%**
- ☐ Attorney-Ready Preparation **+\$195**
- ☐ Extra Revision Round **\$95 (\$45 personal letters and request outlines)**
- ☐ Exhibit & Records Assembly **\$95**
- ☐ Additional Recipient / CC Copy **\$45**

The Response Desk™ is not a law firm and does not provide legal advice; no attorney-client relationship is formed.

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Revision rounds included: [] Estimated turnaround: [] business days

Fee Summary

Project fee	\$ _____
Add-ons	\$ _____
Subtotal	\$ _____
Less credited Situation Review fee (dispute work only)	– \$125
Less request credit (amount paid, up to \$109; within 12 months; one per order)	– \$ _____
Less referral discount (new client with a referral code)	– \$15
Deposit (50% of the subtotal after the review credit) — due on signing	\$ _____
Balance (remaining) — due before delivery	\$ _____

☐ Card authorization (optional). I authorize the Company to charge the balance shown above to the card I used for my deposit when my final letter is ready for delivery, after I approve the final draft in writing. The Company will email me the amount at least one business day before the charge, and I may withdraw this authorization in writing at any time before then. Client initials: _____

☐ Request outline: I will fill in my own details, sign, and send the letter. The Response Desk™ does not provide financial assistance, negotiate or settle debts, or contact anyone for me. Client initials: _____

☐ Fit Promise applies: full refund of any request you determine isn't a fit, decided before drafting begins (Service Agreement §4.15). Not a guarantee of any outcome.

☐ Deadline Priority: written notice attached; date on the notice: _____ (at least 7 days after booking). Outline for review within 2 business days of receiving all checklist items.

Referral code used: _____ ☐ I agree that The Response Desk™ may tell the person who referred me that I booked, so they receive a referral credit. Nothing else about my request will be shared. Client initials: _____

☐ Renewal reminder (hardship requests, optional). You may email me one reminder before my approval ends, and keep my request details on file to make reapplying easier. I can stop reminders at any time by replying or emailing scott@theresponsedesk.net. Client initials: _____

By signing below, the Client confirms: (1) receipt and review of the Governing Documents; (2) that all information and documents provided are true, accurate, and complete to the best of the Client's knowledge; (3) that the Client has disclosed every lawsuit, summons, court date, agency deadline, and lawyer involvement related to this matter; (4) that the Client understands any codes, acts, or statutes listed by the Company come from preliminary research only and should be researched fully or reviewed with the Client's lawyer; (5) that under Path B, the decision to send a letter without the Client's lawyer's review is the Client's alone; (6) that the Company charges no percentage of any recovery and guarantees no outcome; (7) that every draft and final letter remains the Company's property, and may not be sent or used, until all fees are paid in full (Service Agreement §4.12); and (8) agreement to the scope, fees, and terms above.

Client: [Client Full Name]

Signature: _____ Date: _____

Printed Name: _____

Company: DPI Consulting d/b/a The Response Desk

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Signature: _____ Date: _____

Printed Name: _____