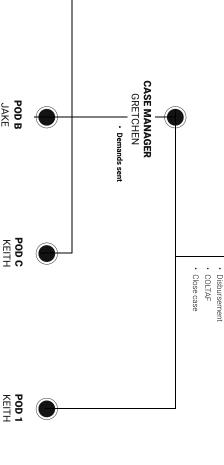
Updated: 12/14/21 Springs Law Group Accountability Chart MANAGING PARTNER JAKE Cases closed/revenue Monthly case status/strategy meeting Big ideas Sign checks from OpEx acct Culture Vision/Goal setting VISIONARY CHRIS velocity work.

 Case strategy Case speed

Settlement amount



- Case management (Jake)
- Client satisfaction (Jake)
- Review drafts (Jake)

 Review drafts (Jake) Client satisfaction (Jake) Case management (Jake)

POD A JAKE

- Negotiations (Jake)
- Case strategy (Jake)
- Onboarding (Ashley)

Assign intake to atty/pod (Gretchen) • Assign intake to atty/pod (Gretchen)

Onboarding (Niki)

Case strategy (Niki)

Negotiations (Niki)

 Client satisfaction (Niki) Case management (Niki)

Review drafts (Niki)

- 2-week checks (Tori)
- Monitor activity feed (Tori)

 Monitor activity feed (Tori) Onboarding (Ashley)

2-week checks (Tori)

Assign intake to atty/pod (Gretchen)

 Case strategy (Jake) Negotiations (Jake)

- Case updated to insurers (Tori)
- Verify SOL dates (Ashley)

- Verify SOL dates (Ashley) Case updates to insurers (Tori)
- Scanning (Tori)

 Records requests (Holly) Scanning (Tori)

- Demand prep (New Person)
- Liens (Gretchen)
- Records requests (New Person)

- - Scanning (Niki)

Liens (Gretchen)

- - Verify SOL dates (Ashley) Case updated to insurers (Niki)

Monitor activity feed (Niki)

Litigation attorney

Prepare exhibit notebooks (Niki)

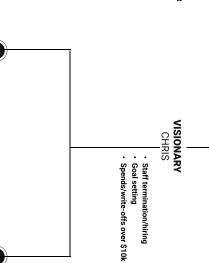
2-week checks (Niki)

Negotiations (Keith)

· Case strategy (Keith)

Experts (Keith)

Deposition prep/attendance (Keith)



FINANCE/MARKETING

CHRIS

- Google reviews
- PNL review/strategy (Chris)
- Accounting (Chris)
- Pay bills (Chris)
- Communication w/ accountant (Chris)
- Savings (Chris)
- Allocating revenue (Chris)
- ENT PI exp: (Chris)
- Google reviews (Chris)

Pleadings drafting (Niki)
Calendar deadlines (Niki)

Litigation paralegal

 Discovery drafting (Niki) Scheduling (Niki)

Disclosure drafting (Niki)

Trial prep (Niki)

- Acq. cost (Chris)
- Referrals tracking & lead conversion (Chris)
- Advertising (Chris)
- Website (Chris)
- Community marketing (Chris)
- Referral gifting (Gretchen)
- Social media (Chris)

- Mediation prep/attendance (Keith) Review paralegal drafts (Keith)

- HR/ADMIN
- Payroll (Chris)

 Performance reviews (Gretchen) Monthly check-ins (Gretchen)

- Team celebration (Gretchen)
- New hire training (Gretchen)
- Velocity work liaison (Gretchen)
- Reporting (Gretchen)

- Cards (Ashley)

- Initial intake (Ashley)

- Attorney intake (Chris/Jake/Keith)

- Cleaning (Ashley)
- Answer phone (Ashley)

- Stock conference room (Ashley)
- Pipedrive follow-up/clean out (Ashley) Supplies – ordering (Ashley)
- Incoming mail/fax (Ashley)