



Lawyer-Client Fee Dispute Resolution Program 538  
Preston Avenue, Third Floor, Meriden, CT 06450  
[www.ctbar.org/feedisputes](http://www.ctbar.org/feedisputes)  
Phone: (860) 612-2016  
Email: [fee-disputes@ctbar.org](mailto:fee-disputes@ctbar.org)

## **Tips for Communications in the CBA Lawyer-Client Fee Dispute Resolution Program**

- 1. Program Website:** Forms to start the process and program information are available on the program website ([ctbar.org/feedisputes](http://ctbar.org/feedisputes)). Please be sure to review the resources on the website.
- 2. Email and Mail from the Program:** If you provide an e-mail address, the CBA will send all written communications to you by email, usually from the address [fee-disputes@ctbar.org](mailto:fee-disputes@ctbar.org). Please make sure this email address is added to your safe sender list. In addition, the CBA will also send some, but not all, communications by mail. It is important you check your email and mail regularly for program communications.
- 3. Communicating with Administrators:**
  - a. You should *not* communicate directly with the mediator or arbitrator unless they tell you to. Instead, you should direct all communications about the program to the program administrators using the contact information below:

Mail: Lawyer-Client Fee Dispute Resolution Program  
Connecticut Bar Association  
30 Bank Street  
New Britain, CT 06051  
Email: [fee-disputes@ctbar.org](mailto:fee-disputes@ctbar.org)  
Phone: (860) 612-2016
  - b. You and the other party may continue to try to resolve or settle the dispute on your own while participating in the program. If you and the other party are trying to resolve the dispute on your own, do *not* copy the program administrators on those settlement conversations. Please only send program related communications to the program administrators.
- 4. Confidentiality and Private Information:**
  - a. The program is generally confidential and private. Do not use any information or documents you receive as part of the program outside of the dispute resolution process.<sup>1</sup>
  - b. For the process to work, the other party and the appointed or mediator will need copies of documents you submit.
    - i. The CBA may share documents and forms you submit with the other party and the appointed mediator or arbitrator.
    - ii. Do *not* send any forms or documents with social security numbers, bank account numbers, security codes or PINs, or other information that cannot be shared with the mediator or arbitrator or other side.

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<sup>1</sup> The program is generally confidential; but exceptions apply and confidentiality cannot be guaranteed. Parties may use a mediation agreement or arbitration order for purposes of enforcement or modification and may be required to share program documents in response to a subpoena, order, or investigation.