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Effective March 20, 2020. 2:45PM.

Following our governor's very wise instructions, and for the safety of our employees and our community, we have adjusted our workflow to be entirely work-from-home. Our strong investment in technology and disaster preparedness allow us to maintain operations in home offices across the city. Of course, there will be reduced efficiency, and we appreciate your patience.

While we continue to monitor fieldwork across the country and create jobs into our system, our clients should have reasonable expectations as to what fieldwork will be completed and on what timeline. Please use our portal and contact your account managers, who will be at home and in constant connection with all of our operations.

Process Service remains partially operational. We are completing the paperwork for jobs that have been served. We are working with out-of-state servers on a limited basis where possible. **We are awaiting clarification as to whether it is possible to serve within the state of New York.** Please understand that, at best, only the most time-sensitive documents can be served practically.

Our Court Services are closed. If you have emergency work, please contact the courts for information as to what is possible. If it is out-of-state work, please contact your account manager who will work with you to coordinate it. **E-filing services remain operational to the extent that the court allows.**

Investigations remain partially operational, depending on the assignment.

How we are transmitting work to/from our clients

- **PLEASE KEEP CAREFUL RECORDS of what you are sending to us. And follow up in time to make sure we have received it.**
- If you have Process Service work to send in, please email the work to service@pmlegal.com.
- If you have Court Filing work to send in and an original is not required, please email the work to help@pmlegal.com.
- If your work cannot be emailed, please contact your account manager. Do NOT mail or Fedex work to our office, as our offices are closed. We will be accessing our post office as much as practically possible, but it is better to contact your account manager to discuss.

Please use our client portal at www.pmlegal.com to check the status of process service jobs/court filings. Affidavits, stamped copies, and retrieved documents will be available on that website.

If you need access to your online portal, please email access@pmlegal.com.

We are available to support you **in any way that we can.** We at PM Legal are proud to be your partners. Together, we worked through the aftermath of 9/11, the Blackout, Hurricane Sandy, and together, we will work through our current crisis, as partners.



If you need anything, I am always available to discuss. Please call me on my cell phone (646-529-9665).

Ross Mallor and the PM Legal Team

