Instructions To Complete Packet

Please fill out and sign all of the pages in this packet.

We will also need a copy of the following documents:

- Please submit any & all written communication with your tenant.
- Copies of the most current notices served to/from your tenants.
- A copy of the rental agreement and addenda, if you have one.
- If the terms of your agreement have changed, provide that documentation. (Rent increase, change of ownership, etc.)
- If your property is held in a Trust, we must have a copy of the legal trust name from your trust documents.
- Any roommate release forms.
- Name and phone numbers of authorized persons for sharing status of your case.
- Payment of fees for the Unlawful Detainer lawsuit to be filed.
- We will need to be informed if your case is a Section 8 tenancy.

If all the paperwork is not completed or provided, your case will be delayed

This is our staff's contact information for assistance:

intake@fastevict.com	The intake department handles all "in-take" information and paperwork for the lawsuit to be filed.
status@fastevict.com	The open status department handles all status emails and calls.
lit@fastevict.com	Trial Secretary handles all the trial cases.

Important Instructions – Please Read Before Completing

At Fast Eviction Service, our goal is to process your case as quickly and efficiently as possible. Please complete every section of this intake packet thoroughly, truthfully, and accurately to the best of your knowledge, and provide all requested documents. Do not leave questions unanswered; if you are unsure, indicate "Unknown" rather than guessing. Missing, incomplete, or inaccurate information will delay the processing of your case, as our staff will need to contact you by email or telephone to request clarification or additional documentation before proceeding. Your cooperation in providing complete and accurate information from the beginning helps us avoid unnecessary delays and move your case forward as quickly as legally permitted.

FAST EVICTION SERVICE

Does AB 1482 Affect Your Eviction?

California's Tenant Protection Act (AB 1482) could affect your ability to evict a tenant — even if you own a single-family home.

AB 1482 establishes statewide restrictions on rent increases and requirements for terminating certain tenancies. Many landlords are unaware that these protections may apply to their rental properties.

BEFORE STARTING YOUR EVICTION, DID YOU KNOW?

- **Single-family homes are not automatically exempt.** Certain ownership and written disclosure requirements must be satisfied to qualify for an exemption.
- **Your lease may need an AB 1482 disclosure.** Missing required exemption language can affect your property's exempt status.
- **You may need a legally recognized reason to evict.** Covered tenancies generally require just cause after the applicable occupancy period.
- **Rent increases have limits.** AB 1482 generally caps annual increases at 5% plus inflation, not exceeding 10%, and local laws may impose stricter limits.
- **No-fault evictions may require relocation assistance.** Owner move-ins, substantial remodels, and certain other terminations have additional requirements.
- **Local laws may provide greater protections.** Your city's or county's regulations may apply even when your property is exempt from certain statewide requirements.

IMPORTANT — TAKE ACTION BEFORE WE PREPARE YOUR NOTICE

If you are unsure whether your property is exempt from AB 1482, whether your lease contains the required disclosures, or whether your reason for eviction is legally permitted, **please notify our office immediately.**

Failure to identify these issues before proceeding could result in delays, additional expenses, or an unsuccessful eviction.

FAST EVICTION SERVICE

Questions about AB 1482? Call 909-889-2000 and ask how California's Tenant Protection Act may affect your eviction.

Law Offices of John E. Bouzane, APC
DBA Fast Eviction Service
intake@fastevict.com

Master Client Retainer Agreement

Notice Services | Unlawful Detainer Representation | Combined Services

1. Parties, Property and Service Election

Client / Owner

_____

Ownership entity / authorized representative

_____

Property address

_____

Tenant / occupant name(s)

_____

Email / phone

_____

Select one scope. Only selected services are included. The fee for each selected service must be entered before the agreement is signed.

☐ EVICTION ONLY - representation in the agreed unlawful detainer matter; client-provided notice subject to review.

☐ NOTICE + EVICTION - both phases authorized now, separately priced, with payment collected in stages.

☐ CASH-FOR-KEYS NEGOTIATED SURRENDER SERVICES - voluntary negotiation and/or written surrender agreement under the selected package; no eviction lawsuit or enforcement unless separately authorized.

Selected notice type / quoted notice fee
$_____

Eviction classification (Standard / Nonstandard) and flat fee

_____

Cash-for-Keys selected package / professional fee: _____

Proposed tenant settlement funds (not a firm fee): $_____ Subject to separate written approval.

Execution of this Agreement confirms the selected scope only. The firm must accept the engagement, and attorney approval is required before notice service or an eviction filing when legally necessary. Selection of combined services does not guarantee that an eviction will be filed when a notice expires.

2. Scope of Representation and When Services Begin

Eviction Only.

The firm is retained for the specifically selected Standard or Nonstandard uncontested unlawful detainer package. The agreed flat fee covers the professional services identified in the selected package, including routine review of any preexisting eviction notice and ordinary case evaluation. Replacement notice preparation and service, extensive corrective work, and other services outside the agreed scope are excluded unless separately authorized in writing.

Notice + Eviction.

The firm is retained for both the Notice and Eviction phases under this Master Agreement. Each phase is separately priced, with the notice fee due upon commencement of the notice engagement and the eviction fee due when the eviction phase is ready to proceed. Before filing, Attorney will determine whether the applicable legal requirements have been satisfied. A separate retainer is not required to begin an eviction phase already selected and accepted under this Agreement.

Cash-For-Keys Negotiated Surrender Services.

When expressly selected and accepted, the firm provides the voluntary surrender services identified in the agreed package. Depending on the selected scope, services may include case evaluation, settlement proposals, tenant negotiations, preparation or revision of a written surrender agreement, and coordination of agreed move-out, inspection, key-transfer, or payment arrangements.

The selected package and written fee agreement govern the services and professional time included. This engagement does not include eviction notice preparation or service, unlawful detainer litigation, court appearances, enforcement of settlement terms, collection proceedings, or post-surrender litigation unless separately authorized in writing.

Additional Professional Services And Time Limitations.

Client understands that the agreed flat fee covers the professional services expressly included in the selected package, together with any specifically stated professional time allowances. Ordinary case communications, reasonable status updates, and professional work necessary to complete the agreed scope are included.

Services outside the agreed scope may include extensive additional document review, complex ledger reconstruction, substantial legal research, repeated review of revised or previously undisclosed records, extraordinary client consultations, or other work not contemplated by the selected package.

Such additional services may be billed at the applicable hourly rates or separately agreed fixed fees, subject to advance disclosure and Client's written authorization, including by email. The procedures in Section 12 apply.

No additional fee will be charged solely because an included service requires more time than anticipated. Any separately billable work must fall outside the agreed scope or an expressly defined professional time allowance and must be authorized as required by this Agreement.

The professional services and included time allowances under the Nonstandard Eviction Supplemental Review will not be billed a second time. Listing a service or hourly rate in this Agreement does not independently authorize additional charges.

Failure To Authorize Necessary Additional Services.

If Client declines or fails to authorize additional services reasonably necessary to proceed, the firm may place further work requiring that authorization on HOLD — NOT PRESENTLY ELIGIBLE TO PROCEED until authorization is obtained or Attorney determines an appropriate alternative.

Any resulting suspension, limitation, or withdrawal of representation remains subject to applicable law, court deadlines, and Attorney's professional obligations. The firm will take reasonably necessary steps to protect Client's interests as required by law.

3. Mandatory Eviction Readiness Review (Pre-Filing Case Evaluation) and Case Classification

MANDATORY PRE-FILING QUALITY CONTROL. Fast Eviction Service conducts a mandatory Eviction Readiness Review, also referred to as a Pre-Filing Case Evaluation, for every matter submitted for an unlawful detainer filing. This review evaluates the accuracy, completeness, and legal sufficiency of the information and documents supporting the proposed eviction.

The review includes examination of reasonably available rental agreements, ownership and tenancy records, rent and payment histories, notices and proofs of service, proposed complaint allegations, and other relevant documentation. The office also evaluates compliance with applicable California laws and city and county ordinances, including rent control, just-cause eviction protections, registration, licensing, and other requirements affecting the eviction.

CLIENT DOCUMENTATION AND COOPERATION. Client agrees to provide all requested documents and information completely, truthfully, and promptly. Missing, incomplete, inaccurate, or conflicting information may require additional emails, telephone calls, or documentation requests and may delay notice preparation, case evaluation, or filing. The firm may postpone processing until reasonably necessary information is received, subject to applicable law and Attorney's professional obligations.

CASE CLASSIFICATION. Following the review, the matter may be classified as:

Standard: Sufficient information exists for ordinary processing within the selected Standard Eviction package.

Nonstandard – Eligible for Further Processing: Substantial additional professional review or corrective work is necessary, but a legally supportable path may be available. This classification does not constitute approval to file.

Hold – Not Presently Eligible to Proceed: Material unresolved legal, procedural, documentation, or regulatory issues prevent appropriate notice service or filing until resolved or further attorney determination.

Ordinary jurisdiction-specific legal compliance review is included within the mandatory Eviction Readiness Review and applicable agreed scope. A local ordinance, minor missing document, or routine correction does not automatically justify Nonstandard classification or additional fees. Nonstandard fees apply to defined supplemental professional services beyond the agreed scope, subject to Client authorization.

MANDATORY REVIEW FEE. Every eviction matter is subject to a separate $175 Eviction Readiness Review fee, charged in addition to the selected eviction package and not credited toward that package. Additional assessment or corrective services outside the agreed scope require advance disclosure and Client authorization. No duplicate charges will be imposed for services already included.

Client Initial: _____

COMPLETION AND NOTIFICATION. Upon completion of the Eviction Readiness Review, Fast Eviction Service will notify Client by email of the case classification and any material outstanding requirements. The $175 fee is earned upon completion of the agreed assessment services. If the review is not completed, any earned portion and required refund will be determined under Section 13 and applicable California law.

Completion of the review does not terminate any separately accepted representation or guarantee that an eviction will be filed or possession recovered. Further processing remains subject to applicable legal requirements and Attorney's professional judgment.

4. Standard Eviction Package – Scope and Eligibility

DEFINITION OF STANDARD EVICTION. A Standard Eviction is a straightforward unlawful detainer matter involving a legally conforming rental property that complies with applicable state and local laws, ordinances, rental registration, licensing, and tenant protection requirements. The property must not have material unresolved habitability issues, illegal or unpermitted rental conditions affecting the eviction, or other substantial legal or regulatory deficiencies.

Standard Evictions generally involve clearly established grounds for possession, such as nonpayment of rent under a legally sufficient Three-Day Notice to Pay Rent or Quit, or a properly documented at-fault termination based on a lease violation or other legally recognized cause.

Matters involving substantial property compliance issues, disputed rent increases, unresolved habitability concerns, conflicting tenancy documentation, or other circumstances requiring extensive additional professional review may be classified as Nonstandard under Section 3.

A matter initially classified as Standard does not automatically become Nonstandard solely because the tenant subsequently contests the unlawful detainer action. Contested proceedings and related fees are governed separately under Section 10.

INCLUDED SERVICES. The Standard Eviction flat fee includes preparation and filing of the Summons and Complaint; up to three routine service attempts at one designated address; routine case coordination and reasonable client communications; and preparation and processing of ordinary default or uncontested possession-judgment paperwork.

EXCLUDED SERVICES. The flat fee does not include court filing fees or governmental charges unless otherwise stated; contested litigation; additional service addresses or extraordinary service attempts; applications for posting and mailing and related costs; money-judgment services; or Writ of Possession and sheriff lockout coordination, as separately identified in this Agreement.

ADDITIONAL PROFESSIONAL SERVICES. Services outside the agreed Standard Eviction package, including substantial corrective work, extensive additional document review, or unusual legal or property-related complications, may require separately authorized fixed fees or hourly billing under Section 2 and the applicable fee schedules. Additional charges will not be imposed solely because included services require more time than anticipated.

5. Nonstandard Eviction Package – Scope and Eligibility

DEFINITION OF NONSTANDARD EVICTION. A Nonstandard Eviction involves a property, tenancy, or legal situation with material complications that prevent ordinary Standard Eviction processing and require substantial additional professional review, investigation, or corrective action.

Nonstandard matters may include illegal or unpermitted rental units; unresolved habitability or building-code violations; rental registration or licensing deficiencies; disputed or potentially unlawful rent increases; conflicting rental agreements or payment records; unusual occupancy arrangements; defective prior notices; or substantial compliance questions involving applicable state laws, local rent control, just-cause eviction protections, or other municipal and county ordinances.

These circumstances may require additional legal analysis, documentation, investigation, or corrective action. A Nonstandard classification does not automatically mean the property is ineligible for eviction.

SUPPLEMENTAL PROFESSIONAL REVIEW. A Nonstandard Eviction includes the Standard Eviction package together with supplemental professional review starting at an additional $970. The starting supplemental review package includes up to one hour of Senior Partner Attorney review and up to one hour of Paralegal/Law-Clerk assessment and coordination.

The agreed supplemental fee may be higher depending on the complexity of the matter and the additional professional services required. Any increased fee or work beyond the agreed scope or included time allowances must be disclosed and authorized by Client in writing before the additional work is undertaken.

EXCLUDED CORRECTIVE SERVICES. Replacement notices, extensive ledger reconstruction, substantial additional legal research, obtaining permits or licenses, physical property repairs, and other separate corrective work are not included in the starting supplemental review package unless expressly agreed upon.

FAILURE TO AUTHORIZE ADDITIONAL SERVICES. If Client declines or fails to authorize additional professional services reasonably necessary to proceed, the matter may be placed on HOLD — NOT PRESENTLY ELIGIBLE TO PROCEED, subject to applicable law and Attorney's professional obligations.

NO GUARANTEE OF ELIGIBILITY OR OUTCOME. Nonstandard classification and supplemental review do not guarantee that the matter can proceed to notice service or filing, that identified deficiencies can be corrected, or that possession will be recovered.

6. Cash-for-Keys Negotiated Surrender Services

SCOPE AND VOLUNTARY PARTICIPATION. Cash-for-Keys Negotiated Surrender Services involve seeking a voluntary agreement for a tenant or occupant to surrender possession of a property in exchange for agreed consideration. Participation is voluntary, and no tenant or occupant is required to accept an offer or agreement.

The firm's representation is limited to the services expressly included in the selected package. Client retains final authority over settlement amounts, payment terms, move-out dates, releases, waivers, dismissal of pending proceedings, and other material settlement conditions. The firm will not enter into a binding settlement or authorize disbursement of settlement funds without Client's specific approval.

PACKAGE SELECTION AND FEES. Available packages include:

Agreement Preparation Only – Starting at $995.

Negotiation & Agreement Package – Starting at $1,995.

Full-Service Voluntary Surrender – Starting at $2,995.

High-Risk Negotiated Surrender – Starting at $3,995.

Each package is separately quoted and must identify the included services, negotiation or revision allowances, and applicable fees. Work beyond the agreed scope requires advance disclosure and Client's written authorization.

Professional fees compensate the firm for services performed and are not contingent upon the tenant accepting an offer, signing an agreement, or vacating the property. Fee earning, termination, and any required refunds are governed by Section 13 and applicable law.

Tenant settlement payments, mandatory relocation assistance, security deposit obligations, court costs, third-party expenses, and enforcement services are separate from the firm's professional fees. The firm will not hold or disburse tenant settlement funds without a separately approved arrangement that complies with applicable trust-account requirements.

CLIENT DISCLOSURES AND COOPERATION. Before services begin, Client must provide all previous or pending Cash-for-Keys offers, settlement drafts, signed agreements, letters, emails, text messages, screenshots, communications through agents or property managers, and material verbal discussions or promises.

Client must promptly disclose any new tenant communications, settlement demands, payments, rent acceptance, pending litigation, ownership changes, subsidy requirements, or other circumstances affecting negotiations. Client agrees not to make independent settlement commitments or modify approved terms without promptly notifying the firm.

Incomplete or inaccurate information may delay negotiations, require additional authorized professional services, or prevent the matter from proceeding.

STATE AND LOCAL LEGAL COMPLIANCE. The firm will evaluate applicable state and local requirements affecting the proposed voluntary surrender, including tenant buyout disclosures, required notices, rescission rights, relocation obligations, reporting requirements, and applicable rent-control or tenant-protection ordinances.

Client understands that a proposed agreement cannot waive rights that are legally nonwaivable. No Cash-for-Keys engagement authorizes harassment, coercion, retaliation, unlawful lockouts, utility interruption, or other self-help eviction practices.

AGREEMENT TERMS AND PERFORMANCE. Any negotiated surrender agreement will identify the parties, surrender date, agreed consideration, payment conditions, possession and key-transfer procedures, and treatment of security deposits and outstanding rent as legally permitted. The agreement will also address nonperformance and any applicable statutory cancellation rights.

Unless expressly included in the selected package, the firm is not responsible for supervising physical vacancy, conducting property inspections, verifying the condition of the premises, safeguarding personal property, or independently confirming that every occupant has surrendered possession.

NONCOMPLIANCE AND ADDITIONAL LITIGATION. If a tenant rejects an offer, withdraws consent, rescinds an agreement, fails to vacate, or otherwise fails to perform, further negotiations, notices, court proceedings, or enforcement may be necessary. Such services are not included unless expressly authorized.

Where litigation is pending, any stipulation, stay, dismissal, or related filing requires appropriate legal review and authorization. The firm does not guarantee settlement acceptance, timely surrender, enforceability, or recovery of possession.

COMPLETION OF SERVICES. The selected engagement concludes upon completion of the services identified in the agreed package, subject to applicable law and any continuing professional obligations. Fast Eviction Service will notify Client by email when the agreed services have been completed and identify any outstanding matters requiring separate authorization.

Completion of Cash-for-Keys services does not establish that the tenant has vacated unless actual surrender of possession has been separately confirmed.

7. Notice Fee Schedule — Combined Notice + Eviction Services

The following notice fees apply only when Notice + Eviction is selected under Section 1. Fast Eviction Service does not offer Notice-Only services under this Master Agreement. Notice and eviction phases remain separately priced and payable as provided in Section 2.

Notice service - Starting At	Starting At (including first-address service)
3 Day Commercial Notice	$350
3 Day Covenant Notice with Notice to Quit	$425
3 Day Pay or Quit Notice	$175
3/60 Day Notice	$350
30 Day Notice	$250
30 Day Notice / Escrow	$250
30 Day Tenancy at Will	$250
5 Day Forcible Detainer Notice	$250
60 Day Notice	$250
60 Day Notice - AB Exempt	$450
7 & 14 Day Notice	$425
90 Day Notice	$250
90 Day Notice Section 8	$250
Foreclosure Notice - 3/90 Day Notice	$350
Notice of Change of Terms of Tenancy	$250
Notice to Enter	$175

Notice Preparation and Processing Disclaimer

FILE REVIEW AND PROCESSING TIME. All notice requests are subject to an initial file review to verify the information and documentation necessary to prepare a legally appropriate notice, including applicable California laws and local ordinances. The initial review ordinarily takes approximately 24 hours but may take longer depending on case complexity, workload, or missing information.

NOTICE PREPARATION AND SERVICE. Once the file review is completed, the required documentation has been received, and the matter is approved to proceed, Fast Eviction Service will ordinarily prepare and send the notice for service within 48 hours.

INCOMPLETE DOCUMENTATION AND HOLDS. Client is responsible for promptly providing all requested documentation and accurate information. Missing, incomplete, or conflicting information may delay the review and notice preparation. Files requiring additional documentation, clarification, or correction may be placed on HOLD until the outstanding requirements are resolved. The 48-hour notice-processing period does not begin while the file remains on hold.

RUSH PROCESSING. Rush requests may receive expedited review and processing when accepted by Fast Eviction Service. Rush processing is subject to availability, any separately authorized rush fee, and satisfaction of applicable legal requirements. Expedited processing does not guarantee immediate service or waive required legal procedures.

PROCESSING DISCLAIMER. The stated timeframes are ordinary processing estimates and do not guarantee completion or service within a specific period. Actual service dates depend on the approved method of service, process-server availability, and circumstances encountered during service.

8. Eviction Fee Schedule

Matter / demand amount	Standard flat fee - starting at	Nonstandard flat fee - starting at
Residential UD under $10,000	Starting at $1,595	Starting at $2,565
Residential UD $10,000-$25,000	Starting at $1,795	Starting at $2,765
Residential UD over $25,000	Starting at $1,895	Starting at $2,865
Commercial UD under $10,000	Starting at $1,795	Starting at $2,765
Commercial UD $10,000-$25,000	Starting at $1,895	Starting at $2,865
Commercial UD over $25,000	Starting at $1,995	Starting at $2,965

The Nonstandard Eviction prices shown are starting prices and include the supplemental professional review package described in Section 5; that fee is not charged a second time. The actual agreed price is entered in Section 1 before signing. The mandatory $175 Eviction Readiness Review is separately charged and noncreditable, as provided in Section 3. Court costs, excluded services, and additional professional fees are governed by Sections 2, 4, 5, and the applicable fee provisions of this Agreement.

Cash-for-Keys Negotiated Surrender Services – Fee Schedule

Selected service package	Agreed professional fee
Agreement Preparation Only	Starting at $995; agreed fee: $_____
Negotiation & Agreement Package	Starting at $1,995; agreed fee: $_____
Full-Service Voluntary Surrender	Starting at $2,995; agreed fee: $_____
High-Risk Negotiated Surrender	Starting at $3,995; agreed fee: $_____

Cash-for-Keys professional fees are separate from any settlement amounts offered or paid to a tenant or occupant. Only the selected and expressly quoted package is authorized. Additional services outside the agreed scope require advance written authorization in accordance with Sections 2 and 6 of this Agreement.

9. Service of Summons and Complaint; Alternative Service

The accepted Standard or Nonstandard Eviction flat fee includes up to three routine attempts to serve the Summons and Complaint at one designated service address using the firm's designated process server. Service at each additional address within the same jurisdiction is $75 per address. Service outside the original jurisdiction, extraordinary service requirements, or additional attempts beyond those included may require separately quoted and authorized fees.

Successful service is not guaranteed. Three unsuccessful attempts do not automatically establish eligibility for court-ordered alternative service. The firm will evaluate whether additional attempts or another legally authorized method of service is appropriate.

Preparation and processing of an Application for Order for Posting and Mailing is $150, plus applicable court costs. Actual posting and mailing expenses, additional service attempts, extraordinary service, and other third-party costs are separate and subject to the authorization requirements of this Agreement.

Additional Fees and Post-Judgment Services

Service	Fee
Pre-Judgment Claim	$50
Retrieve Grant Deed	$50
Application for Order for Posting and Mailing	$150
Court Default Money Judgment - Preparation and Processing	$450
Writ of Possession and Sheriff Lockout Coordination	$250
Mandatory Eviction Readiness Review (Pre-Filing Case Evaluation)	Starting at $175 (separate, required per eviction matter; noncreditable)

PREJUDGMENT CLAIM OF RIGHT TO POSSESSION. When occupants are unknown or not individually named in the unlawful detainer complaint, the firm may prepare a Prejudgment Claim of Right to Possession for service with the Summons and Complaint, where legally appropriate. Client authorizes the additional $50 charge when this service is necessary.

GRANT DEED RETRIEVAL. Client is responsible for providing a current Grant Deed or other requested ownership documentation. If the requested Grant Deed is not provided within 48 hours after the firm's request, Client authorizes Fast Eviction Service to obtain the document and charge the $50 retrieval fee. The firm will not charge this fee if the requested document is timely provided.

DEFAULT MONEY JUDGMENT. Preparation and processing of a default money judgment is a separate $450 service and is not included in the Standard or Nonstandard Eviction package. When a money judgment is legally available, the firm will advise Client of the option to pursue it near the conclusion of the eviction proceedings. The service will be performed and the $450 fee charged only upon Client's separate authorization. If Client declines or does not authorize the service, the firm will not pursue the money judgment under this engagement.

PRE-AUTHORIZED POST-JUDGMENT SERVICES. Following entry of a possession judgment, Client expressly pre-authorizes the $250 Writ of Possession and Sheriff Lockout Coordination service, when legally appropriate. This includes writ preparation and processing, sheriff instructions, and ordinary lockout coordination.

The firm will provide advance billing notice under Section 12 and may proceed under this authorization after the applicable notice period unless Client gives contrary instructions. Actual court and sheriff costs are separate. All services remain subject to applicable law, court orders, and Attorney's professional obligations.

Additional services and charges not expressly authorized in this Section remain subject to the authorization requirements of this Agreement.

10. Contested Eviction and Additional Litigation Services

CONTESTED EVICTION. The initial Standard or Nonstandard Eviction flat fee covers only the selected uncontested eviction services. A matter becomes contested when a tenant files an Answer, Demurrer, Motion to Quash, Motion to Strike, Claim of Right to Possession, or other contested pleading requiring additional litigation services.

STANDARD CONTESTED EVICTION — $995. A Standard Contested Eviction involves routine defenses that can be addressed through ordinary Answer review and trial proceedings. Client expressly pre-authorizes the $995 Basic Contested Eviction Fee when the included services become necessary.

The package includes:

Review and evaluation of the tenant's Answer and defenses.

Preparation and filing of the request to set trial.

One trial appearance of up to one hour.

Discovery, motions, depositions, substantial legal research, extensive trial preparation, additional appearances, trial time exceeding one hour, and other legal services outside the stated scope are excluded.

HIGHLY CONTESTED EVICTION — STARTING AT $1,765. A Highly Contested Eviction involves complex defenses, substantial factual disputes, extensive documentation, multiple legal issues, or other circumstances requiring enhanced attorney and paraprofessional review.

Examples include substantial habitability defenses, retaliation allegations, disputed rent calculations, rent-control or just-cause challenges, and conflicting evidence.

The starting fee includes the $995 Standard Contested Eviction package plus $770 for supplemental attorney and paraprofessional review, analysis, and coordination. The $995 fee is not charged a second time. The enhanced review does not include discovery, motions, depositions, extensive trial preparation, additional appearances, or other advanced litigation services.

CLIENT NOTIFICATION AND AUTHORIZATION. Fast Eviction Service will notify Client when a matter becomes contested and explain the recommended course of action. The $995 Standard Contested Eviction Fee is expressly pre-authorized, subject to the advance billing notice requirements of Section 12.

The additional Highly Contested Eviction fee requires Client's written authorization before supplemental services are performed. Any higher fee or additional services must also be disclosed and authorized in advance.

ADDITIONAL LITIGATION SERVICES. Services outside the selected contested package, including discovery, motions, depositions, additional trial preparation, additional appearances, appeals, bankruptcy proceedings, and other advanced litigation, are separately billable under Addendum A and require Client authorization in accordance with this Agreement.

CASE CONTINUATION. If Client declines or fails to authorize additional services reasonably necessary to continue the matter, the firm may postpone services outside the agreed scope or seek to withdraw from representation, subject to applicable law, court approval where required, and Attorney's continuing professional obligations. The firm will take reasonable steps to protect Client's interests as required by law.

Neither contested package guarantees a particular litigation outcome or completion of all contested proceedings for the stated fee.

11. Client Information, Property Issues, and Attorney Review

Client agrees to truthfully and completely disclose all material facts and promptly provide reasonably available documents concerning ownership, rental agreements and amendments, payment histories, rent increases, prior notices and service, subsidies (including Section 8 housing assistance), habitability issues, rental registration and licensing, rent control, just-cause requirements, required tenant disclosures, relocation assistance, tenant communications and disputes, and other circumstances affecting the matter. Client must promptly notify the firm of material changes during representation. If Client does not know an answer, Client should indicate "unknown" rather than guess.

The firm will exercise independent professional judgment concerning applicable law and legal sufficiency within the agreed scope. Client disclosures do not eliminate the firm's responsibility to provide competent legal services. Material deficiencies may require placing the matter on hold, preparing and serving a legally

appropriate replacement notice, separately authorized additional services, or termination or withdrawal in accordance with applicable law.

Paraprofessionals and other staff provide procedural and administrative assistance under attorney supervision. Legal advice and legal conclusions are reserved to appropriately authorized legal professionals. The firm does not guarantee case outcome, timing, tenant compliance, judgment, or recovery of possession.

12. Billing, Pre-Authorized Charges, and Client Contact

EVICTION AND COMBINED SERVICES. For Eviction-Only engagements, the agreed eviction flat fee is due as provided in the accepted engagement. For combined Notice + Eviction engagements, the notice fee is collected when the notice phase begins, and the separate eviction flat fee is collected when the eviction phase is ready to proceed under the accepted scope. Other authorized fees and costs are due as agreed.

PRE-AUTHORIZED CHARGES AND ADVANCE NOTICE. Client authorizes the agreed fees and specifically pre-authorized services identified in this Agreement, including the $995 Standard Contested Eviction Fee under Section 10 and the $250 Writ of Possession and Sheriff Lockout Coordination Fee under Section 9, when applicable.

At least twenty-four (24) hours before processing an additional pre-authorized charge, Fast Eviction Service will provide written notice by email or another agreed written method and make reasonable efforts to contact Client by telephone and email.

If Client does not respond within twenty-four (24) hours after notice, the firm may process the specifically pre-authorized charge and proceed with the authorized service, unless Client has provided contrary instructions, subject to applicable law and Attorney's professional obligations.

This authorization applies only to services expressly pre-authorized under the accepted engagement. Client's silence does not authorize new services, additional fees, or work outside the agreed scope.

ADDITIONAL PROFESSIONAL SERVICES. Services outside the selected package may require additional fixed fees or hourly billing as provided in this Agreement and the applicable fee schedules. Such services require advance disclosure and Client's written authorization, including by email, or an amended fee agreement when required by law.

Listing a service or hourly rate in this Agreement does not independently authorize additional charges. Additional fees will not be imposed solely because services already included in a flat-fee package require more time than anticipated.

If Client declines or fails to authorize additional services reasonably necessary to proceed, the firm may postpone work outside the agreed scope or seek to withdraw, subject to applicable law, court approval where required, and Attorney's professional obligations.

PAYMENT AUTHORIZATION AND CLIENT CONTACT. Client may raise billing questions, dispute a charge, or revoke payment authorization by notifying the firm in writing. Revocation does not eliminate responsibility for properly earned fees or authorized costs already incurred and does not independently terminate the attorney-client relationship. The firm will address disputed charges in accordance with applicable law and this Agreement.

13. Flat-Fee Earning, Ending Representation, and Refunds

EARNING OF FLAT FEES. Fast Eviction Service provides professional services primarily through agreed flat-fee packages rather than traditional hourly retainers. Each flat fee compensates the firm for the specific services included in the selected engagement, regardless of the number of hours ultimately required to complete those services.

Client acknowledges that substantial professional and administrative work is often performed at the beginning of an engagement, including legal drafting, document preparation, review and analysis, attorney oversight, case processing, and coordination of services. Accordingly, a significant portion of the agreed flat fee may be earned early in the engagement, even when additional procedural steps remain outstanding.

Flat fees are earned as the agreed services are performed, based on the nature, extent, and reasonable value of the work completed, rather than solely on hours expended or the ultimate outcome. Payment of a flat fee does not automatically establish that the entire fee has been earned.

CANCELLATION, TERMINATION, AND REFUNDS. Client may terminate representation at any time. If Client cancels services or representation otherwise ends before completion of the agreed scope, Client remains responsible for fees reasonably earned and authorized costs incurred before termination.

The firm will determine the earned portion of the flat fee based on the services actually performed and their reasonable value, taking into account the agreed scope and professional work completed. Any unearned advance fees or unused advance costs will be promptly refunded as required by California law.

ENDING REPRESENTATION. Fast Eviction Service may withdraw from representation only as permitted by applicable law and court requirements, including obtaining court approval when necessary. The firm will comply with its professional obligations to protect Client's interests upon termination.

OPERATING-ACCOUNT ELECTION. Advance flat fees may be deposited into the firm's operating account only in accordance with the disclosures and Client authorization in Section 14 and California Rule of Professional Conduct 1.15(b). Such deposits do not affect when fees are earned or Client's right to a refund of unearned amounts.

14. Client Trust-Account Rights and Operating-Account Election

Under California Rule of Professional Conduct 1.15(b), Client has the right to require that an advance flat fee be deposited into an identified client trust account until the fee is earned. Client is entitled to a refund of any portion of the advance flat fee not earned if representation terminates or the services paid for are not completed. These rights remain unchanged if Client elects operating-account deposit.

CLIENT ACCOUNT ELECTION. Client selects one of the following options for advance flat fees. Advance court costs and expense deposits are handled separately under applicable trust-account rules.

☐ **OPERATING ACCOUNT:** I authorize deposit of my advance flat fees into the firm's operating account rather than its client trust account.

For advance flat fees exceeding $1,000, California Rule of Professional Conduct 1.15(b) requires the operating-account agreement and disclosures to be in a writing signed by Client. If operating-account

authorization is not provided, advance flat fees will be deposited into the client trust account as required by law.

Client Signature: _____

Date: _____

15. Use of Artificial Intelligence and Legal Technology

AUTHORIZATION AND PERMITTED USE. Client acknowledges and authorizes Fast Eviction Service to use artificial intelligence, AI-assisted software, automation systems, and other legal technology ("AI Tools") in performing services under this Agreement. Such use may include legal research, document review and preparation, drafting, case analysis, rent ledger evaluation, identification of state and local legal requirements, quality control, case management, and administrative assistance.

ATTORNEY OVERSIGHT AND ACCURACY. AI Tools are used to assist, not replace, legal professionals. AI-generated information may contain errors, omissions, inaccurate legal authorities, or other limitations. The firm will exercise appropriate professional judgment and reasonable verification of AI-assisted work before relying upon it in legal proceedings. Attorney retains responsibility for legal conclusions, advice, court filings, and the professional services provided.

CONFIDENTIALITY AND INFORMATION SECURITY. Client understands that AI Tools may involve third-party technology providers and electronic processing of documents and information. Fast Eviction Service will use reasonable safeguards, evaluate applicable provider confidentiality and security protections, and take appropriate measures to prevent unauthorized disclosure or improper use of confidential, privileged, or personal information.

Client authorizes the use of appropriate technology providers in connection with the agreed services, provided such use complies with applicable confidentiality obligations. This authorization does not permit disclosure of confidential information to inadequately protected systems or waive the attorney-client privilege. Any additional informed consent required by law will be obtained before the proposed disclosure or use.

TECHNOLOGY LIMITATIONS AND SAFEGUARDS. The firm may determine which appropriate AI Tools and technology systems to use, modify, or discontinue during representation. AI-assisted work remains subject to appropriate professional supervision. The firm will not delegate independent legal judgment or authority to enter into settlements, authorize payments, or make binding legal decisions to an AI system.

FEES AND PROFESSIONAL RESPONSIBILITY. AI Tools may improve efficiency and consistency in performing the selected services. Their use does not alter the agreed flat fee, independently authorize additional charges, or guarantee a particular result. Any separately billable services remain subject to this Agreement.

Nothing in this provision limits Attorney's duties of competence, confidentiality, diligence, supervision, candor to the court, or compliance with applicable law, including any legally required disclosure of AI-assisted work.

Law Offices of John E. Bouzane, APC
DBA Fast Eviction Service
intake@fastevict.com

16. Client Acknowledgement & Instructions

1. Rent Payments After Notice Or During Eviction

I understand that after any termination, pay-or-quit, or other eviction notice is served, and throughout any unlawful detainer proceeding, accepting or retaining a tenant payment may affect the validity of the notice, the claimed rent balance, and the right to recover possession. In many residential nonpayment cases, accepting rent after the notice deadline can waive the notice and require a new notice and/or changes to the lawsuit. Different rules may apply to commercial tenancies, partial payments, and particular circumstances.

I agree to contact Fast Eviction Service BEFORE accepting, applying, depositing, or agreeing to any payment after a notice is served or while an eviction is pending. This includes cash, checks, money orders, bank deposits, Zelle, electronic transfers, payment apps, and payments made through a property manager or other agent. I will immediately inform the office if any payment is offered, tendered, received, deposited, automatically transferred, returned, or credited, even if I did not authorize it. I will provide the date, amount, method, applicable rental period, and proof of the transaction.

I understand that contacting the office does not authorize me to refuse a payment that the law requires me to accept. I will obtain case-specific direction promptly and will not assume that rejecting, refunding, holding, or labeling a payment automatically preserves the notice or lawsuit.

2. Sale, Transfer Of Title, Or Change In Ownership

I agree to notify Fast Eviction Service BEFORE selling, conveying, transferring, or changing any interest in the property or the identity or legal capacity of the owner or plaintiff, including by deed, escrow, gift, trust transfer, probate, inheritance, LLC or entity transfer, foreclosure, or other transaction. I will also promptly disclose any pending sale, signed purchase agreement, opened escrow, scheduled closing, or ownership dispute, and provide related documents and effective dates.

I understand that a transfer of ownership does not automatically terminate a tenancy, invalidate a previously served notice, or dismiss a pending unlawful detainer action. California Civil Code section 821 and Code of Civil Procedure section 1161 may permit a qualifying successor in interest to enforce certain existing rights. However, a transfer can affect the proper plaintiff, standing, pleadings, notice and service requirements, available grounds for eviction, and whether amendment, substitution, additional evidence, or other legal action is necessary. I will not assume the case may continue unchanged without office review.

3. Continuing Duty To Disclose

I agree to promptly report any new agreements with the tenant, changes in rent or payment arrangements, possession or move-out developments, bankruptcy filings, and other material facts that could affect my case. I understand that delayed or incomplete disclosure may result in additional work, a new notice, a change in litigation strategy, a delay, or dismissal, depending on the facts and applicable law. Any separately billable work remains subject to my fee agreement and required authorization.

Client Initial: _____

CLIENT ACKNOWLEDGMENT

By signing below, I confirm that I have read and understand these instructions, agree to communicate promptly with Fast Eviction Service, and understand that case-specific legal guidance must be obtained before taking action that may affect the notice or eviction. This acknowledgment does not change any rights or duties imposed by law.

Date: _____

Client Name: _____ Signature:_____

17. General Terms

Attorney retains independent professional judgment. Staff, associated counsel, and service providers may assist as permitted by law and subject to applicable supervision requirements. Client retains authority over settlement decisions, subject to Attorney's advice. Electronic communications may be used as agreed. The firm will maintain and release client materials as required by law.

Any modification to the agreed scope or fees must be appropriately documented and authorized in accordance with applicable California law. Court rules, legal requirements, and Attorney's professional obligations control over any inconsistent provision of this Agreement.

This Master Agreement, the selected services and agreed fees in Section 1, the applicable fee schedules, Addenda A and B, and any subsequently approved written amendments constitute the agreement between Client and the firm. Only provisions applicable to the selected services apply.

If a specific fee schedule conflicts with a general provision, the specific schedule controls regarding the pricing and scope of that service, but does not override required client authorization, refund rights, or applicable law. A subsequently approved written quote governs only the services and fees expressly identified in that quote.

ADDENDUM A – Additional Litigation and Professional Services Fee Schedule

The services listed in this Addendum are not included in the initial Standard or Nonstandard Eviction package or the contested eviction packages described in Section 10, unless expressly stated otherwise.

As litigation progresses, additional services may become necessary due to tenant defenses, discovery requests, motions, court orders, deadlines, or other developments affecting the case.

ADDITIONAL SERVICES AND AUTHORIZATION. Fast Eviction Service will evaluate additional litigation services on a case-by-case basis and notify Client by email of the recommended work and applicable fees. Client's written approval, including by email, is required before undertaking separately billable services. A separate retainer signature is not required unless otherwise required by law.

Services already expressly pre-authorized under this Agreement remain subject to Section 12. In urgent circumstances, Attorney may take reasonably necessary protective action permitted by law and existing authority to safeguard Client's interests. Such action does not automatically authorize additional fees outside the agreed scope.

FAILURE TO AUTHORIZE SERVICES. Client understands that declining or delaying authorization for necessary litigation services may adversely affect the case, limit available legal options, or require

Attorney to seek withdrawal, subject to applicable law, court approval where required, and Attorney's professional obligations.

Listing a service or fee in this Addendum does not independently authorize additional work or billing.

Service	Fee / Billing Term Starting At
Standard Contested Eviction	$995. Routine contested matter involving review of the tenant's Answer and defenses, preparation and filing of the request to set trial, and one trial appearance of up to one hour. Excludes discovery, motions, additional court appearances and other legal services.
Highly Contested Eviction	Starting at $1,765. Includes the $995 Standard Contested Eviction package plus $595 supplemental attorney review and $175 paraprofessional review and coordination for complex defenses or substantial factual or legal issues. Additional litigation services are excluded and require separate authorization.
Additional Court Time on Same Date	If an appearance exceeds the one hour included in the applicable contested package, $795 per additional hour. Includes additional waiting time, hearing time, continued same-day appearances, settlement discussions, and other court-related time on the same date.
Ex Parte Hearings	Current county-specific ex parte appearance rate, presently starting at $995 for the first hour.
Discovery Propounding - Attorney-Represented Defendant	Preparation and service of discovery: $750 per set.
Discovery Propounding - Self-Represented (Pro Per) Defendant	Preparation and service of discovery: $450 per set.
Discovery - Responses - Per Set	Preparation of discovery responses: starting at $450 per set, for document preparation only; excludes attorney or staff time reviewing requests, evaluating responses, gathering information, communicating with Client, reviewing documents, making objections, and discovery strategy. Separately authorized attorney, paralegal, or staff assistance billed at the applicable hourly rate.
Meet and Confer	Substantial meet and confer work beyond basic contested scope: hourly rates, with a minimum project fee of $795 per substantial phase at Attorney discretion.
Motion to Compel / Discovery Motion Package	Motion to compel, opposition, reply, separate statement, sanctions briefing and hearing preparation: $1,995 plus appearance charges if applicable.
Opposition to Motion	Preparation of opposition to motion: $595, motion only no appearance.
Deposition Response Preparation	Preparation of deposition and 1 appearance of up to one hour: $1,095.
Deposition Appearance	Additional deposition time: $795 per additional hour. Client is responsible for third-party transcript, court reporter, interpreter, and additional preparation charges as applicable.
Summary Judgment / Summary Adjudication	Preparation of motion for summary judgment: $2,500.00, plus hearing appearance charges, evidence review, and any additional authorized attorney work reasonably required.
Stipulation - Preparation Only	Preparation of stipulation: $750.
Declaration of Non-Compliance	Preparation of declaration of non-compliance: $575.

Service	Fee / Billing Term Starting At
Tenant-Filed Appeal	$3,500 per tenant-filed appeal. Includes review of the tenant's appeal, preparation and filing of the Respondent's Brief, and any additional response briefing authorized by the appellate court. Does not include any appellate court appearance; an appearance, if required or scheduled, is billed separately at $995. Additional appellate work, motions, proceedings, appearances, and court costs require separate authorization.
Trial Continuance	Trial-continuance appearance/handling: $995.
Jury Trial	Not included. Requires a separate written jury-trial retainer agreement.
Jury Demand Preparation Only	Prepare of jury documents $2,500.00, does not include appearance fee.
Bankruptcy - Motion for Relief from Automatic Stay	Starting at $2,500 per bankruptcy case filed by any defendant; separate email approval required before work and billing.

HOURLY RATES AND ADDITIONAL PROFESSIONAL SERVICES. Hourly rates for separately authorized work are: Senior Partner Attorneys $795 per hour; Associate Attorneys $595 per hour; and Paraprofessionals $175 per hour. When hourly billing applies, time is billed in increments of one-tenth (0.1) of an hour.

Separately authorized professional time may include court appearances, telephone calls and emails, document review and drafting, discovery, legal research, settlement negotiations, hearing preparation, internal strategy conferences, travel, waiting time, post-hearing follow-up, and communications with court staff, witnesses, process servers, opposing counsel, and other involved parties. These charges apply only to services outside the agreed flat-fee scope or otherwise expressly authorized under this Agreement. Services already included in a selected package will not be billed a second time.

EXCLUDED OR SEPARATELY RETAINED PROCEEDINGS. Unless expressly included in the selected package or separately agreed upon in writing, excluded services include substantive motion practice beyond the agreed contested package; discovery; depositions; extensive trial preparation; bench trials beyond the expressly included appearance; substantial settlement negotiations or mandatory settlement conferences; extended court appearances and continuances; habitability-related defense work; affirmative actions or cross-complaints; independent tenant claims; anti-SLAPP matters; bankruptcy representation; federal proceedings; appeals; extraordinary writ proceedings; stay litigation; jury trials; and post-judgment proceedings outside ordinary unlawful detainer enforcement.

Services separately listed in this Addendum, including appeals, may be undertaken upon Client's written authorization and acceptance by Attorney. Any additional fees and services remain subject to the authorization procedures of this Agreement.

Law Offices of John E. Bouzane, APC
DBA Fast Eviction Service
intake@fastevict.com

Incorporated Addendum B

Supplemental Terms and Conditions of Representation

B1. Costs and Expenses

Client is responsible for court filing fees, sheriff fees, and other reasonable third-party costs or expenses not expressly included in the selected flat-fee package. Additional expenses will be disclosed and authorized in accordance with Section 12 and the applicable fee schedules.

Services and costs already included in the agreed package will not be charged a second time.

B2. Truthfulness, Accuracy, and Continuing Client Responsibilities

Client represents that the New Case Information Sheet, Take Sheet, and all documents and information provided to Fast Eviction Service are complete, accurate, and truthful to the best of Client's knowledge. Client agrees to promptly disclose any material omissions, inaccuracies, or changes affecting the matter.

Client understands that withholding or misrepresenting material information may delay proceedings, create legal defenses, result in dismissal or adverse rulings, or require additional corrective work. Client agrees to cooperate with reasonable requests, provide necessary documents, and appear or testify in court when required.

Failure to cooperate may result in delays, a case hold, or withdrawal where permitted by law and Attorney's professional obligations. Additional Client disclosure requirements and the firm's independent professional responsibilities are addressed in Section 11.

B3. Property Access, Habitability, and Other Property Compliance

Client is responsible for maintaining the property in compliance with applicable habitability, building and safety, registration, licensing, inspection, rent stabilization, and other legal requirements. Client agrees to disclose known property deficiencies, code violations, habitability complaints, inspection results, and access issues, and to promptly report material changes affecting the property.

Client understands that property-related violations or unresolved deficiencies may delay or adversely affect eviction proceedings, require corrective action, or result in Nonstandard classification or a case hold under Sections 3–5. Any property entry or inspection must comply with applicable law, including California Civil Code § 1954.

These responsibilities do not relieve Attorney of the obligation to provide competent legal services.

B4. Associated Counsel, Delegation, and Staff Communications

Fast Eviction Service may assign or delegate appropriate tasks to associated or affiliated attorneys, paraprofessionals, administrative staff, process servers, vendors, and other service providers as reasonably necessary to perform the agreed services, subject to applicable law and Attorney supervision.

Paraprofessionals and staff may assist with document preparation, case coordination, client communications, research, and procedural matters under Attorney supervision. Legal advice, legal conclusions, and decisions requiring independent professional judgment remain the responsibility of appropriately authorized legal professionals.

Attorney remains responsible for the supervision and professional obligations required by applicable law.

B5. Third-Party Payment of Legal Fees

Client Initial: _____

If Client legal fees or costs are paid by a third party, Attorney confirms there will be no interference with Attorney independent professional judgment toward Client or the attorney-client relationship, and Client information will be protected as required by California Business and Professions Code section 6068(e)(1). Pursuant to California Rule of Professional Conduct 1.8.6, Client confirms being advised of the right to seek independent counsel concerning this disclosure. Where informed written consent is required, Client may confirm consent to the identified third-party payment by email or another legally sufficient written

electronic communication retained in the file. Such consent must be informed and obtained before acceptance of third-party compensation when required by law.

Client agrees that the firm may communicate directly with a third party paying Client legal fees or costs when reasonably necessary for billing, payment, or administration, without disclosing confidential information beyond what is properly authorized and necessary.

B6. **State and Local Legal Requirements**

Client understands that eviction matters may be subject to additional state, county, or municipal requirements, including rent control, just-cause protections, rental registration, relocation assistance, mandatory settlement procedures, and other legal or administrative requirements. These requirements may affect processing times, filing eligibility, court proceedings, and case outcomes.

Additional professional services or court appearances arising from these requirements may result in separately authorized fees under this Agreement. Ordinary state and local legal compliance review remains included as provided in Section 3.

B7. Settlement Authority and No Guarantee

Attorney will not settle or compromise Client claims without Client prior approval. Client has the right to accept or reject any settlement. Substantial settlement negotiations, mandatory settlement conferences, stipulations and related work may be separately billable if not included in the selected package or basic contested scope.

No comment, statement, estimate, timeline, or opinion from Attorney, staff, or Fast Eviction Service is a guarantee concerning possession, judgment, dismissal, settlement, trial result, recoverable fees, timing, lockout date, tenant conduct, court action, sheriff action, or collectability. Statements concerning expected results are opinions only.

B8. **Electronic Communications**

Client authorizes Fast Eviction Service to communicate through email, text messages, telephone, voicemail, fax, mail, client portal, electronic signatures, and other agreed communication methods.

Client agrees to maintain current contact information, regularly monitor communications, including email spam or junk folders, and respond promptly to requests for documents, authorizations, billing matters, and court-related deadlines.

Client understands that failure to receive, review, or timely respond to communications may delay case processing or adversely affect the matter. The firm will exercise reasonable care to protect confidential information and comply with applicable professional obligations.

B9. **Withdrawal, Suspension, and Client Documents**

Client may discharge Attorney at any time. Attorney may seek to withdraw from representation for legally permitted reasons, including nonpayment, failure to cooperate, conflicts of interest, material misrepresentation, or conduct rendering representation unreasonably difficult.

If Client fails to provide required payments, documents, signatures, testimony, or cooperation, the firm may postpone work outside the agreed scope or requiring additional authorization, after appropriate notice to Client. Any suspension or withdrawal remains subject to applicable law, court approval where required, and Attorney's continuing professional obligations, including reasonable measures to protect Client's interests.

Termination, earned fees, refunds, and the release of Client documents are governed by Section 13, applicable provisions of this Agreement, and California law.

B10. File Retention and Duplicate Copies

At the conclusion of representation, Attorney may retain Client file for seven (7) years and thereafter may destroy it unless a longer period is required by law or separate agreement. Requests for duplicate copies may incur a $50 retrieval fee, plus applicable copying, postage, or administrative charges, to the extent permitted by law and without restricting Client rights to materials required to be provided.

B11. **Governmental Changes and Fee Adjustments**

Client understands that changes in laws, court rules, governmental regulations, filing requirements, sheriff procedures, process-server charges, or other administrative requirements may affect the cost, timing, or complexity of the selected services.

Any resulting additional third-party costs or professional services outside the agreed scope will be disclosed and authorized in accordance with Section 12. Such changes may also require additional documentation, corrective action, or court proceedings.

Governmental or procedural changes do not automatically increase the agreed professional flat fee. Any modification to the agreed fees or scope requires appropriate Client authorization in accordance with this Agreement and applicable California law.

B12. **Payment Disputes, Chargebacks, and Collection**

Client and any third-party Cardholder represent that they are authorized to use the payment method provided and agree to pay all properly earned professional fees and authorized costs under this Agreement.

PAYMENT DISPUTES AND CHARGEBACKS. Client agrees to promptly notify Fast Eviction Service of any billing concern and provide the firm an opportunity to investigate and resolve the matter before initiating a payment dispute, when reasonably practicable. The firm reserves the right to contest improper or unauthorized chargebacks and provide supporting documentation to the payment processor, subject to applicable confidentiality requirements.

Where a chargeback is determined to be improper, the firm reserves the right to seek recovery of legally recoverable merchant penalties, reasonable administrative expenses, and other resulting losses. Such charges are not automatically imposed merely because Client exercises a lawful right to dispute payment.

UNPAID FEES AND COLLECTION. Fast Eviction Service may pursue collection of properly earned and unpaid professional fees and authorized costs. Unpaid amounts may be subject to interest at ten percent

(10%) per annum, to the extent legally permitted. Reasonable collection costs and attorney fees may be recovered when authorized by an enforceable agreement and applicable law.

REFUNDS AND PROCESSING FEES. Discretionary refunds of amounts otherwise properly earned may be subject to a four percent (4%) merchant-processing deduction and a $75 administrative processing fee, when legally permissible and agreed upon. These deductions do not apply to refunds of unearned professional fees or unused cost advances required under Section 13 or California law.

Nothing in this provision limits Client's statutory rights concerning payment disputes, attorney-fee arbitration, or refunds required by law.

Law Offices of John E. Bouzane, APC
DBA Fast Eviction Service
intake@fastevict.com

Payment Authorization & Client Signatures

Payment Method Authorization

Cardholder Name: _____

Relation to Matter: _____

Billing Address: _____

Card Type: _____

Card Number: _____

Expiration: _____

CVV: _____

Email for Billing Notices: _____

Authorization To Charge Payment Method On File

Client authorizes Fast Eviction Service to securely maintain the payment method provided and charge it for all professional fees, services, costs, and expenses authorized under this Master Agreement, its incorporated Fee Schedules and Addenda, and any subsequent written agreements or authorizations.

This authorization applies to all selected services, expressly pre-authorized charges, and additional services approved by Client in accordance with this Agreement, without requiring a separate payment authorization for each charge.

Fast Eviction Service will provide at least twenty-four (24) hours' advance written notice before processing additional pre-authorized charges and make reasonable efforts to contact Client by email and telephone, as provided in Section 12. If Client does not respond within that period, the firm may process the previously authorized charge unless contrary instructions have been received. Client's silence does not authorize new services or fees outside the agreed scope.

Client understands that maintaining a valid payment method helps prevent delays in case processing and legal services. The payment method may remain securely on file until the matter is closed and authorized financial obligations are resolved, unless Client revokes payment authorization in writing. Revocation does not eliminate responsibility for properly earned fees or authorized costs already incurred.

Cardholder Signature: _____

Date: _____

Client Initial: _____

Law Offices of John E. Bouzane, APC
DBA Fast Eviction Service
intake@fastevict.com

Final Acknowledgment and Signatures

By signing below, Client represents that all information and documentation provided to Fast Eviction Service is complete, accurate, and truthful to the best of Client's knowledge.

Client acknowledges having read, understood, and agreed to the terms of this Master Attorney-Client Retainer Agreement, including the selected scope of representation, professional fees, incorporated Fee Schedules and Addenda, additional service charges, payment and credit card authorizations, and applicable billing procedures.

Client understands that additional services may require separate authorization as provided in this Agreement and acknowledges responsibility for properly earned fees and authorized costs.

CLIENT

DATED: _____

Signature / By: _____

Print Name: _____

Address: _____

Telephone: _____

Email: _____

LAW OFFICES OF JOHN E. BOUZANE, APC

DATED: _____

By: _____

Title: _____

Law Offices of John E. Bouzane, APC
DBA Fast Eviction Service
intake@fastevict.com

Cash-For-Keys Negotiated Surrender Services

Intake Supplement | Complete Only if Requesting This Service

Complete the standard FES Intake Form for property, tenant, rental terms, payments and pending litigation. This supplement collects only information specific to a proposed voluntary surrender. If unknown, write "Unknown."

1. Settlement Discussions and Tenant Interest

Has anyone proposed a cash-for-keys or voluntary move-out agreement? ☐ Yes ☐ No

Who initiated the discussion? ☐ Owner/Agent ☐ Tenant ☐ Other: _____

Has the tenant expressed willingness to surrender possession? ☐ Yes ☐ No ☐ Unknown

Any offers, demands, promises, or agreements already communicated? ☐ Yes ☐ No

If yes, describe amounts, terms and dates. Provide ALL related communications (see Section 5):

_____

2. Proposed Settlement Authority and Timing

Maximum proposed voluntary settlement payment (subject to later written approval): $_____

Preferred surrender date: _____ Latest acceptable surrender date: _____

Would you consider waiving some unpaid rent as part of a negotiated settlement? ☐ Yes ☐ No

Would you consider other concessions? ☐ Yes ☐ No Describe: _____

Any proposed move-out conditions or special concerns? _____

3. Payment and Surrender Logistics

Preferred settlement payment timing: ☐ After confirmed surrender ☐ Other: _____

Preferred documented payment method: ☐ Cashier's check ☐ Other: _____

Who can inspect the property and confirm vacancy, return of keys and possession?

Name / role: _____ Phone: _____

Are there persons whose cooperation/signature will be needed for complete surrender?
☐ Yes ☐ No ☐ Unknown

If yes, explain: _____

Client Initial: _____

Law Offices of John E. Bouzane, APC
DBA Fast Eviction Service
intake@fastevict.com

4. Disputes or Constraints That Could Affect Negotiations

Does the tenant have an attorney or representative in settlement discussions?
☐ Yes ☐ No ☐ Unknown

Are there known tenant claims, agency investigations, or special settlement restrictions?
☐ Yes ☐ No ☐ Unknown

If yes, describe and attach communications: _____

Are any deadlines, hearings, sale/escrow dates, or other time-sensitive events affecting settlement?

☐ Yes ☐ No If yes, explain: _____

5. Required Communications and Client Acknowledgment

REQUIRED: Provide ALL cash-for-keys / move-out discussions and communications, whether sent or received by you, your manager, agent, or representative:

☐ Texts/screenshots ☐ Emails ☐ Letters/notices ☐ Offers/demands ☐ Draft agreements ☐ Attorney/agent messages ☐ Written summary of calls or in-person discussions

I confirm I have disclosed all prior cash-for-keys discussions, offers, promises and agreements, including verbal discussions, and provided available communications. Proposed terms are not authority for FES to finalize a settlement; my approval of material terms is required. No agreement or recovery of possession is guaranteed. Tenant payments are separate from FES professional fees.

Client/Authorized Representative: _____ Date: _____

Signature: _____

Client Initial: _____

Verification

STATE OF CALIFORNIA, COUNTY OF SAN BERNARDINO

I have read the foregoing SUMMONS AND COMPLAINT FOR UNLAWFUL DETAINER _____ and know its contents.

☒ CHECK APPLICABLE PARAGRAPHS

☒ I am a party to this action. The matters stated in the foregoing document are true of my own knowledge except as to those matters which are stated on information and belief, and as to those matters I believe them to be true.

☐ I am ☐ an Officer ☐ a partner _____ ☐ a _____ of _____

_____

a party to this action, and am authorized to make this verification for and on its behalf, and I make this verification for that reason. ☐ I am informed and believe and on that ground allege that the matters stated in the foregoing document are true, ☐ The matters stated in the foregoing document are true of my own knowledge, except as to those matters which are stated on information and belief, and as to those matters I believe them to be true.

☐ I am one of the attorneys for _____ a party to this action. Such party is absent from the county of aforesaid where such attorneys have their offices, and I make this verification for and on behalf of that party for that reason. I am informed and believe and on that ground allege that the matters stated in the foregoing document are true.

Executed on _____, at SAN BERNARDINO, California.

I declare under the penalty of perjury under the laws of the State of California that the foregoing is true and correct.

_____

Type or print name Signature

I request that a facsimile be accepted as an original pursuant to CRC 2.305(d), a signature hereon, in any, I produced by facsimile is admissible as an original.