

RETURN DATE: July 2, 2024 : **SUPERIOR COURT**
MOORE, O'BRIEN & FOTI : **J.D. OF WATERBURY**
V. : **AT WATERBURY**
THOMSON REUTERS, ET AL : **MAY 23, 2024**

COMPLAINT

FIRST COUNT: **(MOORE, O'BRIEN & FOTI V. THOMSON REUTERS)**
(Breach of Contract)

1. At all times mentioned herein, the plaintiff, **MOORE, O'BRIEN & FOTI**, is a Connecticut General Partnership with its principal place of business located at 891 Straits Turnpike, in Middlebury Connecticut.

2. At all times mentioned herein, the defendant, **THOMSON REUTERS**, is a foreign corporation with its principal place of business located at 610 Opperman Drive in Eagan Minnesota.

3. At all relevant times, plaintiff hired the defendant, completed an "Order Form" and entered into an agreement (herein after "Website Contract") with the defendant for the creation of the plaintiff's new business's webpage for the agreed upon cost of \$2,336.03 per month. A copy of that contract is attached hereto as "Exhibit A."

4. The plaintiff undertook to fulfill its contractual obligation to pay the defendant the agreed to monthly fee of \$2,336.03.

5. On numerous occasions after March 23, 2023, the plaintiff requested that the defendant provide the contracted for services which entailed removing the old webpage, implementing the content changes requested, and publishing the new webpage.

6. Up until March 4, 2024, the plaintiff communicated with the defendant via email one hundred and thirty-four times and had several video calls regarding the changes, corrections and content that were to be added to the new webpage that had yet to be implemented. A copy of all the emails are attached hereto as "Exhibit B."

7. On or about February 23, 2024, the plaintiff requested that the defendant launch the updated website despite the numerous outstanding corrections to the website's content, the defendant failed to do so.

8. On or about March 4, 2024, the plaintiff sent a letter to the defendant placing it on notice of its material breach pursuant to § 9(c) of the Terms and Conditions and requested that the contract between the parties be terminated. The letter is attached hereto as "Exhibit C." The terms and conditions of the contract are attached hereto as "Exhibit D."

9. The defendant never responded to the plaintiff's March 4, 2024, correspondence.

10. On or about April 8, 2024, the plaintiff sent another letter to the defendant reminding it again of the material breach and again requesting the termination of the contract with a pro rata refund. That letter is attached hereto as "Exhibit E."

11. To date, the defendant has failed to acquiesce to the termination of the website contract.

12. To date, the updated website has never been published.

13. To date, the defendant has never issued the plaintiff a pro rata refund of the monies paid for the services that were not rendered by the defendant.

14. To date, the defendant has failed to fulfill their contractual obligations to the plaintiff, and are in material breach of the Website Contract, and the incorporated terms and Conditions in one or more of the following ways:

- a. It failed to deliver the services in violation of §2(f) of the contract's general terms and conditions (Exhibit D);
- b. It committed a material breach and failed to cure as specified in §9(c) of the general terms and conditions (Exhibit D);
- c. It failed to issue a pro rata refund of the recurring charges paid in advance for the terminated services that had not been rendered in violation of §9(c) of the general terms and conditions (Exhibit D);

- d. It failed to provide the plaintiff with the services identified on the Website Contract (Order Form) in violation of §2.1 of The FindLaw Product Specific Terms. A copy of the terms are attached hereto as “Exhibit F.”
- e. It failed to develop a website for the plaintiff within a commercially reasonable time following the receipt of the provided contents, materials, requests, comments and feedback, from the plaintiff in violation of §10.7 of The FindLaw Product Specific Terms;
- f. It failed to update the website content within a commercially reasonable time in violation of §10.16 of the FindLaw Product Specific Terms; and/or
- g. It failed to completely and fully comply with its contractual obligation in providing all of the contracted services listed in the Website Contract (Order Form).

15. As a direct, proximate, and foreseeable result of the forgoing, the plaintiff has suffered damages.

SECOND COUNT: (MOORE, O'BRIEN & FOTI V. THOMSON REUTERS)
(Unjust Enrichment)

1. The allegations in paragraphs 1 through 15 of the above First Count are hereby incorporated and alleged in this second count as if fully set forth herein.

2. The plaintiff, **MOORE, O'BRIEN & FOTI**, hired and entered into a contract with the defendant, **THOMSON REUTERS**, to create a new website for the plaintiff's business.

3. The plaintiff, **MOORE, O'BRIEN & FOTI**, made payments to the defendant, **THOMSON REUTERS**, for the performance of the contract.

4. The defendant, **THOMSON REUTERS**, received a benefit from the plaintiff's, **MOORE, O'BRIEN & FOTI**, payments.

5. The plaintiff, **MOORE, O'BRIEN & FOTI**, did not receive the services promised in exchange for those payments.

6. The defendant's, **THOMSON REUTERS**, acceptance of the plaintiff's, **MOORE, O'BRIEN & FOTI**, payments without performing the appropriate services constitutes unjust enrichment.

7. As a direct, proximate, and foreseeable result of the forgoing, the plaintiff, **MOORE, O'BRIEN & FOTI**, has suffered damages.

THIRD COUNT:

(MOORE, O'BRIEN & FOTI V. WEST PUBLISHING CORPORATION d/b/a FINDLAW) (Breach of Contract)

1. At all times mentioned herein, the plaintiff, **MOORE, O'BRIEN & FOTI**, is a Connecticut General Partnership with its principal place of business located at 891 Straits Turnpike, in Middlebury Connecticut.

2. At all times mentioned herein, the defendant, **WEST PUBLISHING CORPORATION d/b/a FINDLAW**, is a foreign corporation duly authorized to transact business in the State of Connecticut.

3. At all relevant times, plaintiff hired the defendant, completed an "Order Form" and entered into an agreement (herein after "Website Contract") with the defendant for the creation of the plaintiff's new business's webpage for the agreed upon cost of \$2,336.03 per month. A copy of that contract is attached hereto as "Exhibit A."

4. The plaintiff undertook to fulfill its contractual obligation to pay the defendant the agreed to monthly fee of \$2,336.03.

5. On numerous occasions after March 23, 2023, the plaintiff requested that the defendant provide the contracted for services which entailed removing the old webpage, implementing the content changes requested, and publishing the new webpage.

6. Up until March 4, 2024, the plaintiff communicated with the defendant via email one hundred and thirty-four times and had several video calls regarding the changes,

corrections and content that were to be added to the new webpage that had yet to be implemented. A copy of all the emails are attached hereto as "Exhibit B."

7. On or about February 23, 2024, the plaintiff requested that the defendant launch the updated website despite the numerous outstanding corrections to the website's content, the defendant failed to do so.

8. On or about March 4, 2024, the plaintiff sent a letter to the defendant placing it on notice of its material breach pursuant to § 9(c) of the Terms and Conditions and requested that the contract between the parties be terminated. The letter is attached hereto as "Exhibit C." The terms and conditions of the contract are attached hereto as "Exhibit D."

9. The defendant never responded to the plaintiff's March 4, 2024, correspondence.

10. On or about April 8, 2024, the plaintiff sent another letter to the defendant reminding it again of the material breach and again requesting the termination of the contract with a pro rata refund. That letter is attached hereto as "Exhibit E."

11. To date, the defendant has failed to acquiesce to the termination of the website contract.

12. To date, the updated website has never been published.

13. To date, the defendant has never issued the plaintiff a pro rata refund of the monies paid for the services that were not rendered by the defendant.

14. To date, the defendant has failed to fulfill their contractual obligations to the plaintiff, and are in material breach of the Website Contract, and the incorporated terms and Conditions in one or more of the following ways:

- a. It failed to deliver the services in violation of §2(f) of the contract's general terms and conditions (Exhibit D);
- b. It committed a material breach and failed to cure as specified in §9(c) of the general terms and conditions (Exhibit D);
- c. It failed to issue a pro rata refund of the recurring charges paid in advance for the terminated services that had not been rendered in violation of §9(c) of the general terms and conditions (Exhibit D);
- d. It failed to provide the plaintiff with the services identified on the Website Contract (Order Form) in violation of §2.1 of The FindLaw Product Specific Terms. A copy of the terms are attached hereto as "Exhibit F."
- e. It failed to develop a website for the plaintiff within a commercially reasonable time following the receipt of the provided contents,

materials, requests, comments and feedback, from the plaintiff in violation of §10.7 of The FindLaw Product Specific Terms;

- f. It failed to update the website content within a commercially reasonable time in violation of §10.16 of the FindLaw Product Specific Terms; and/or
- g. It failed to completely and fully comply with its contractual obligation in providing all of the contracted services listed in the Website Contract (Order Form).

15. As a direct, proximate, and foreseeable result of the forgoing, the plaintiff has suffered damages.

FOURTH COUNT: (MOORE, O'BRIEN & FOTI V. WEST PUBLISHING CORPORATION d/b/a FINDLAW) (Unjust Enrichment)

1. The allegations in paragraphs 1 through 15 of the above Third Count are hereby incorporated and alleged in this second count as if fully set forth herein.

2. The plaintiff, **MOORE, O'BRIEN & FOTI**, hired and entered into a contract with the defendant, **WEST PUBLISHING CORPORATION d/b/a FINDLAW**, to create a new website for the plaintiff's business.

3. The plaintiff, **MOORE, O'BRIEN & FOTI**, made payments to the defendant,

WEST PUBLISHING CORPORATION d/b/a FINDLAW, for the performance of the contract.

4. The defendant, **WEST PUBLISHING CORPORATION d/b/a FINDLAW**, received a benefit from the plaintiff's, **MOORE, O'BRIEN & FOTI**, payments.

5. The plaintiff, **MOORE, O'BRIEN & FOTI**, did not receive the services promised in exchange for those payments.

6. The defendant's, **WEST PUBLISHING CORPORATION d/b/a FINDLAW**, acceptance of the plaintiff's, **MOORE, O'BRIEN & FOTI**, payments without performing the appropriate services constitutes unjust enrichment.

7. As a direct, proximate, and foreseeable result of the forgoing, the plaintiff, **MOORE, O'BRIEN & FOTI**, has suffered damages.

FIFTH COUNT: (MOORE, O'BRIEN & FOTI V. THOMSON REUTERS SERVICES INC.) (Breach of Contract)

1. At all times mentioned herein, the plaintiff, **MOORE, O'BRIEN & FOTI**, is a Connecticut General Partnership with its principal place of business located at 891 Straits Turnpike, in Middlebury Connecticut.

2. At all times mentioned herein, the defendant, **THOMSON REUTERS SERVICES INC.**, is a foreign corporation with its principal place of business located at 610 Opperman Drive in Eagan Minnesota.

3. At all relevant times, plaintiff hired the defendant, completed an "Order Form" and entered into an agreement (herein after "Website Contract") with the defendant for the creation of the plaintiff's new business's webpage for the agreed upon cost of \$2,336.03 per month. A copy of that contract is attached hereto as "Exhibit A."

4. The plaintiff undertook to fulfill its contractual obligation to pay the defendant the agreed to monthly fee of \$2,336.03.

5. On numerous occasions after March 23, 2023, the plaintiff requested that the defendant provide the contracted for services which entailed removing the old webpage, implementing the content changes requested, and publishing the new webpage.

6. Up until March 4, 2024, the plaintiff communicated with the defendant via email one hundred and thirty-four times and had several video calls regarding the changes, corrections and content that were to be added to the new webpage that had yet to be implemented. A copy of all the emails are attached hereto as "Exhibit B."

7. On or about February 23, 2024, the plaintiff requested that the defendant launch the updated website despite the numerous outstanding corrections to the website's content, the defendant failed to do so.

8. On or about March 4, 2024, the plaintiff sent a letter to the defendant placing it on notice of its material breach pursuant to § 9(c) of the Terms and Conditions and requested that the contract between the parties be terminated. The letter is attached hereto as "Exhibit C." The terms and conditions of the contract are attached hereto as "Exhibit D."

9. The defendant never responded to the plaintiff's March 4, 2024, correspondence.

10. On or about April 8, 2024, the plaintiff sent another letter to the defendant reminding it again of the material breach and again requesting the termination of the contract with a pro rata refund. That letter is attached hereto as "Exhibit E."

11. To date, the defendant has failed to acquiesce to the termination of the website contract.

12. To date, the updated website has never been published.

13. To date, the defendant has never issued the plaintiff a pro rata refund of the monies paid for the services that were not rendered by the defendant.

14. To date, the defendant has failed to fulfill their contractual obligations to the plaintiff, and are in material breach of the Website Contract, and the incorporated terms and Conditions in one or more of the following ways:

- a. It failed to deliver the services in violation of §2(f) of the contract's general terms and conditions (Exhibit D);
- b. It committed a material breach and failed to cure as specified in §9(c) of the general terms and conditions (Exhibit D);
- c. It failed to issue a pro rata refund of the recurring charges paid in advance for the terminated services that had not been rendered in violation of §9(c) of the general terms and conditions (Exhibit D);
- d. It failed to provide the plaintiff with the services identified on the Website Contract (Order Form) in violation of §2.1 of The FindLaw Product Specific Terms. A copy of the terms are attached hereto as "Exhibit F."
- e. It failed to develop a website for the plaintiff within a commercially reasonable time following the receipt of the provided contents, materials, requests, comments and feedback, from the plaintiff in violation of §10.7 of The FindLaw Product Specific Terms;

- f. It failed to update the website content within a commercially reasonable time in violation of §10.16 of the FindLaw Product Specific Terms; and/or
- g. It failed to completely and fully comply with its contractual obligation in providing all of the contracted services listed in the Website Contract (Order Form).

15. As a direct, proximate, and foreseeable result of the forgoing, the plaintiff has suffered damages.

SIXTH COUNT: (MOORE, O'BRIEN & FOTI V. THOMSON REUTERS SERVICES INC.) (Unjust Enrichment)

1. The allegations in paragraphs 1 through 15 of the above Fifth Count are hereby incorporated and alleged in this second count as if fully set forth herein.
2. The plaintiff, **MOORE, O'BRIEN & FOTI**, hired and entered into a contract with the defendant, **THOMSON REUTERS SERVICES INC.**, to create a new website for the plaintiff's business.
3. The plaintiff, **MOORE, O'BRIEN & FOTI**, made payments to the defendant, **THOMSON REUTERS SERVICES INC.**, for the performance of the contract.
4. The defendant, **THOMSON REUTERS SERVICES INC.**, received a benefit from the plaintiff's, **MOORE, O'BRIEN & FOTI**, payments.

5. The plaintiff, **MOORE, O'BRIEN & FOTI**, did not receive the services promised in exchange for those payments.

6. The defendant's, **THOMSON REUTERS SERVICES INC.**, acceptance of the plaintiff's, **MOORE, O'BRIEN & FOTI**, payments without performing the appropriate services constitutes unjust enrichment.

7. As a direct, proximate, and foreseeable result of the forgoing, the plaintiff, **MOORE, O'BRIEN & FOTI**, has suffered damages.

WHEREFORE, the plaintiff claims:

1. money damages;
2. legal fees and costs; and
3. Any such other relief this Court deems just and proper.

THE PLAINTIFF,
MOORE, O'BRIEN & FOTI

By: _____



Garrett M. Moore, Sr., Esq.
Moore, O'Brien & Foti
891 Straits Turnpike
Middlebury, CT 06762
Phone: (203) 272-5881
Juris No.: 408519

RETURN DATE: July 2, 2024 : **SUPERIOR COURT**
MOORE, O'BRIEN & FOTI : **J.D. OF WATERBURY**
V. : **AT WATERBURY**
THOMSON REUTERS : **MAY 22, 2024**

STATEMENT OF AMOUNT IN DEMAND

The amount of money damages claimed is greater than Fifteen Thousand Dollars (\$15,000.00), exclusive of interest and costs.

THE PLAINTIFF,
MOORE, O'BRIEN & FOTI

By: _____

Garrett M. Moore, Sr., Esq.
Moore, O'Brien & Foti
891 Straits Turnpike
Middlebury, CT 06762
Phone: (203) 272-5881
Juris No.: 408519
Her Attorneys

EXHIBIT A



THOMSON REUTERS™

Order Form

Order ID: Q-06812401

Contact your representative crystal.winter@thomsonreuters.com with any questions. Thank you.

Account Address	Shipping Address	Billing Address
Account #: 1000356895 MOORE OBRIEN YELENAK & FOTI 891 STRAITS TPKE MIDDLEBURY CT 06762-2844 US "Customer"	Account #: 1000356895 MOORE OBRIEN YELENAK & FOTI 891 STRAITS TPKE MIDDLEBURY CT 06762-2844 US	Account #: 1000356895 MOORE OBRIEN YELENAK & FOTI 891 STRAITS TPKE MIDDLEBURY, CT 06762-2844 US
Payment Method: Payment Method: Bill to Account Account Number: 1000356895		Order Confirmation Contact Contact Name: Moore, Garrett Email: gmoorej@mojylaw.com eBilling Contact Contact Name Garrett Moore Email gmoorej@mojylaw.com

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Renewal Subscriptions

Material Number	Description	Renewal Term (mos.)	Current Monthly Charges	Renewal Term Monthly Charges
41053158	SUPER LAWYERS PREM ONLINE ATTY PROFILE	36	\$174.00	\$174.00
42027610	LI DIRECTORY TOPSPOT Waterbury, CT-Personal Injury -- Plaintiff	36	\$165.00	\$166.50
41937760	SUPER LAWYERS DIRECTORY SPOTLIGHT Waterbury, CT-Personal Injury -- Plaintiff	36	\$96.00	\$96.00
37005005	FNDLW DIRECTORY TOPSPOT SUB Waterbury, CT-Personal Injury -- Plaintiff	36	\$200.00	\$212.50
42027610	LI DIRECTORY TOPSPOT Waterbury, CT-Motor Vehicle Accidents -- Plaintiff	36	\$70.00	\$70.00
41937760	SUPER LAWYERS DIRECTORY SPOTLIGHT Waterbury, CT-Motor Vehicle Accidents -- Plaintiff	36	\$40.00	\$40.00
37005004	FNDLW DIRECTORY SPOTLIGHT SUB Waterbury, CT-Motor Vehicle Accidents -- Plaintiff	36	\$50.00	\$58.03
30790769	LI DIRECTORY PROFILE	36	\$40.00	\$40.00
42124052	FNDLW FS INTEGRATED MARKETING REACH	36	\$1,451.12	\$1,479.00

Total for Renewal Subscriptions

Renewal Term Net Monthly Charges	\$ 2,336.03
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Renewal Subscription Terms

You agree to extend the terms of the subscriptions listed above for the Renewal Term indicated, starting at the end of their current contract end date. At the end of the Renewal Term, subscriptions will continue, and charges will be billed at then-current list prices



THOMSON REUTERS™

Order Form

Order ID: Q-06812401

Contact your representative crystal.winter@thomsonreuters.com with any questions. Thank you.

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Miscellaneous

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eBilling Contact. All invoices for this account will be emailed to your e-Billing Contact(s) unless you have notified us that you would like to be exempt from e-Billing.

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This Order Form will expire and will not be accepted after 7/9/2023.

EXHIBIT B

Amy Russolillo

From: Amy Russolillo
Sent: Wednesday, February 28, 2024 10:35 AM
To: 'Giegerich, Cortney (FindLaw)'
Subject: RE: Web design

Great, thank you.

Amy

From: Giegerich, Cortney (FindLaw) <Cortney.Hilton@thomsonreuters.com>
Sent: Wednesday, February 28, 2024 10:33 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Web design

Yes!

Working on that as well!

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, February 27, 2024 1:30 PM
To: Giegerich, Cortney (FindLaw) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Web design

External Email: Use caution with links and attachments.

Thanks, Courtney. Also, did you receive my second email?

Amy Russolillo
Director of Paralegals
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

Amy Russolillo

From: Giegerich, Cortney (FindLaw) <Cortney.Hilton@thomsonreuters.com>
Sent: Wednesday, February 28, 2024 10:33 AM
To: Amy Russolillo
Subject: RE: Web design

Yes!

Working on that as well!

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw.com Directory: 1-800-455-4565 ext. 45431
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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, February 27, 2024 1:30 PM
To: Giegerich, Cortney (FindLaw) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Web design

External Email: Use caution with links and attachments.

Thanks, Courtney. Also, did you receive my second email?

Amy Russolillo
Director of Paralegals
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (FindLaw) <Cortney.Hilton@thomsonreuters.com>
Sent: Tuesday, February 27, 2024 10:33 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Web design

Hi Amy!

I apologize!

The community page in on the forked site – I am having them update all these.

Amy Russolillo

From: Amy Russolillo
Sent: Friday, February 23, 2024 2:45 PM
To: 'Giegerich, Cortney (FindLaw)'
Subject: RE: Web design

Great, thank you.

Amy

From: Giegerich, Cortney (FindLaw) <Cortney.Hilton@thomsonreuters.com>
Sent: Friday, February 23, 2024 2:33 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Web design

Hi Amy!

Sounds good – my team is working on this now

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

For billing questions related to your account, please call us at 1-800-328-4880 or visit our Customer Service and Product Support website: <https://legal.thomsonreuters.com/en/support>

FindLaw.com Directory: 1-800-455-4565 ext. 45431
FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Friday, February 23, 2024 11:58 AM
To: Giegerich, Cortney (FindLaw) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] Web design

External Email: Use caution with links and attachments.

Hi Cortney,

We would like the following added to our community page. We will be sending over projects we've worked on with photos when I get a chance. Please reach out to me with any questions.

At Moore, O'Brien & Foti we believe giving back to our community that we serve is of the utmost importance. Our staff and families equally agree. Employees at Moore, O'Brien & Foti sit on boards for nonprofit organization, volunteer their time to local community events, and organize various drives. To help encourage and foster such commitment we have started the GIVE MOORE. Employees are strongly encouraged to not only participate in firm sponsored events where we give back, but they are also given personal paid time off throughout the year to partake in initiatives they feel strongly about.



Amy Russolillo

Director of Paralegals

Direct Dial/Text/Fax: (203) 250-1744

Email: ARussolillo@mojylaw.com

Office: 203-272-5881

Address: 891 Straits Turnpike, Middlebury, CT 06762



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Amy Russolillo

From: Amy Russolillo
Sent: Friday, February 23, 2024 2:49 PM
To: 'Giegerich, Cortney (Legal)'
Subject: RE: Webpage design

Hey Cortney, I have to get back to you on #3. Everything else looks good enough to launch the new site. We want it up and running as soon as possible. Also, please remove "Edward Walsh" from the attorney profiles and please add "Brandi A. Roberts, Esq.". We do not have a photo for her yet but when I do I will forward it to you.

Please let me know if you have any questions.

Thank you.

Amy Russolillo
Director of Paralegals
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Tuesday, January 16, 2024 9:52 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Webpage design

Hi Amy!

Here is where we are at:

1. The "Portuguese" button leads to nowhere and it should be spelt in Portuguese, which would be "Português". It should work the same as the "Español" -->Completed
2. The following practice areas, when clicked on go nowhere:
 - Slip & Fall
 - Nursing Home Negligence
 - Boat Accidents
 - Aviation
 - Dental Injuries
 - Train Accidents
 - Burn Injuries
 - Assault
 - Catastrophic Injuries -->We could notice that the mentioned pages are not present on the website, it would be great if you require us to add the content on the mentioned pages and revert us back with the content to be updated.

They should all have their own individual page, as the other practice areas

3. Premises liability leads to the slip and fall category – it is not the same, so this needs to be fixed.--> There is slip and fall category content in Premises liability page, it would be great if you could revert us back with the Premises liability content to be updated.

Amy Russolillo

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Tuesday, January 16, 2024 9:52 AM
To: Amy Russolillo
Subject: RE: Webpage design

Hi Amy!

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1. The "Portuguese" button leads to nowhere and it should be spelt in Portuguese, which would be "Português". It should work the same as the "Español" -->Completed
2. The following practice areas, when clicked on go nowhere:
Slip & Fall
Nursing Home Negligence
Boat Accidents
Aviation
Dental Injuries
Train Accidents
Burn Injuries
Assault
Catastrophic Injuries -->We could notice that the mentioned pages are not present on the website, it would be great if you require us to add the content on the mentioned pages and revert us back with the content to be updated.

They should all have their own individual page, as the other practice areas

3. Premises liability leads to the slip and fall category – it is not the same, so this needs to be fixed.--> There is slip and fall category content in Premises liability page, it would be great if you could revert us back with the Premises liability content to be updated.
4. "All practice Areas" should be the first listed category and should not have the side panel dropdown for additional categories. That should be labeled "additional practice areas" and the dropdown to the right side, as it is now under "all practice areas". -->Completed screenshot attached. Please revert us back if any changes are needed.
5. Remove "Dental injuries" from the additional practice area dropdown. We already have Dental Negligence. -->completed
6. In the practice area page, there are a few issues:
 - a. Slip & Fall; Trip and Fall; Dental Malpractice; Products Liability; Aviation; Train Accidents; Boating accidents; and catastrophic injuries are not underlined like the other categories. This should be consistent on this page. -->completed
 - b. Dog Bite (needs a space between f. Assault, as it is its own category).
 - c. Dog Bite; Dram Shop; Medical Malpractice; Dental Malpractice; Products Liability; Aviation; Train Accidents; Boating accidents; Sexual Assault/Sexual Abuse; Wrongful Death; and, Catastrophic injuries, these need to be flushed to the left like the other categories, again keeping the page consistent. -->completed
7. The right-side blue panel on the practice areas page, has the following issues:
 - a. Burn Injuries needs to be removed completely under "Catastrophic Injuries". -->completed

URL: <https://3256840-fork.findlaw2.flbuilder.com/>

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw.com Directory: 1-800-455-4565 ext. 45431
FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Friday, January 12, 2024 7:40 AM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Webpage design

External Email: Use caution with links and attachments.

Hey Courtney,

Follow up on this again. Anything yet? We've been working on this since March. We would really like to get this live as soon as possible. Were the issues fixed?

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Friday, December 22, 2023 10:16 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: Automatic reply: Webpage design

Thank you for your email!

Happy Holidays!

I am currently out of the office returning on Tuesday, January 2nd. I will be checking in periodically and responses will be delayed. Thank you for your understanding and patience.

Other Options:

FindLaw Billing Questions: 1-800-455-4565 and select option 1

FindLaw.com Directory: 1-800-455-4565 and select option 2

For website domain or FindLaw email assistance: 1-800-455-4565 ext. 45434

Best,
Cortney Giegerich (Hilton)
Client Manager - FindLaw

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<https://www.thomsonreuters.com/en/resources/disclosures.html>

Amy Russolillo

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Thursday, December 21, 2023 5:25 PM
To: Amy Russolillo
Subject: RE: Webpage design

Hi Amy!

Thanks for letting me know.

I have sent this over to be updated.

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

For billing questions related to your account, please call us at 1-800-328-4880 or visit our Customer Service and Product Support website: <https://legal.thomsonreuters.com/en/support>

FindLaw.com Directory: 1-800-455-4565 ext. 45431
FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, December 21, 2023 4:22 PM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Webpage design

External Email: Use caution with links and attachments.

Hi Courtney,

There are still issues, see below:

1. The “Portuguese” button leads to nowhere and it should be spelt in Portuguese, which would be “Português”. It should work the same as the “Español”
2. The following practice areas, when clicked on go nowhere:
 - Slip & Fall
 - Nursing Home Negligence
 - Boat Accidents
 - Aviation
 - Dental Injuries
 - Train Accidents
 - Burn Injuries
 - Assault
 - Catastrophic Injuries

They should all have their own individual page, as the other practice areas

3. Premises liability leads to the slip and fall category – it is not the same, so this needs to be fixed.
4. “All practice Areas” should be the first listed category and should not have the side panel dropdown for additional categories. That should be labeled “additional practice areas” and the dropdown to the right side, as it is now under “all practice areas”.
5. Remove “Dental injuries” from the additional practice area dropdown. We already have Dental Negligence.
6. In the practice area page, there are a few issues:
 - a. Slip & Fall; Trip and Fall; Dental Malpractice; Products Liability; Aviation; Train Accidents; Boating accidents; and catastrophic injuries are not underlined like the other categories. This should be consistent on this page.
 - b. Dog Bite (needs a space between f. Assault, as it is its own category).
 - c. Dog Bite; Dram Shop; Medical Malpractice; Dental Malpractice; Products Liability; Aviation; Train Accidents; Boating accidents; Sexual Assault/Sexual Abuse; Wrongful Death; and, Catastrophic injuries, these need to be flushed to the left like the other categories, again keeping the page consistent.
7. The right-side blue panel on the practice areas page, has the following issues:
 - a. Burn Injuries needs to be removed completely under “Catastrophic Injuries”.

Please feel free to contact me when any questions.

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Thursday, December 21, 2023 4:39 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Webpage design

Hi Amy!

Are we good to launch this?

My team is waiting on doing accessibility work to the site to make sure it is up to code, and we are unable to do so – until the site is live.

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw.com Directory: 1-800-455-4565 ext. 45431
FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Giegerich, Cortney (Legal)
Sent: Thursday, November 30, 2023 2:16 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Webpage design

Hi Amy!

Here you go

<https://3256840-fork.findlaw2.flsitebuilder.com/>

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw.com Directory: 1-800-455-4565 ext. 45431
FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, November 27, 2023 2:22 PM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Webpage design

External Email: Use caution with links and attachments.

Hi Cortney, any updates on this?

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Tuesday, November 21, 2023 11:53 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Webpage design

Hi Amy!

I am following up with my team on this!

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, November 21, 2023 10:30 AM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Webpage design

External Email: Use caution with links and attachments.

Hi Cortney, just following up on the email below.

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Amy Russolillo
Sent: Monday, November 6, 2023 10:52 AM
To: 'Giegerich, Cortney (Legal)' <Cortney.Hilton@thomsonreuters.com>
Subject: RE: Webpage design

Hi Cortney,

A couple of issues still:

The links for specific practice areas is still not working correctly. The links are supposed to direct someone to the topic. The write up should be what's written under that topic in the all practice area page. With a separate paragraph for each topic to include our contact information, as it is in some of the links.

The banner under the picture on the home page, where it reads "our firm is proud...", the font size is perfect, but can we please shrink the height of the banner, it's too wide. We would prefer it be a couple of millimeters above and below the writing.

The blue banner at the very bottom of the home page (under the map) is a different blue than the rest of the page, can we please have that bottom banner match the other blue.

Lastly, we need to include that we have Portuguese speaking as well as Spanish. Espanol is already included at the top of our home page, but we will need to include Portuguese.

If you have any questions on the above, please contact me.

Thank you.

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Tuesday, October 31, 2023 11:15 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Webpage design

Hi Amy!

Wanted to follow up on this

<https://3256840-fork.findlaw2.flbuilder.com/>

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Giegerich, Cortney (Legal)
Sent: Thursday, October 19, 2023 12:41 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Webpage design

Hi Amy!

Want to take a look at this

<https://3256840-fork.findlaw2.flbuilder.com/>

what are you thoughts?

Best,
Cortney Giegerich (Hilton)

Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Wednesday, October 18, 2023 10:03 AM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] Webpage design

External Email: Use caution with links and attachments.

Hi Cortney,

We wanted to include another tab at the top “Newsletters” and post our newsletters to it. Attached are some of the newsletters we would like included.

Please call me with any questions.

Thank you.

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

Amy Russolillo

From: Amy Russolillo
Sent: Tuesday, October 10, 2023 4:37 PM
To: 'Giegerich, Cortney (Legal)'
Subject: RE: Website Edits

Yes.

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Tuesday, October 10, 2023 9:49 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Edits

Perfect – does Teams work?

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, October 10, 2023 8:44 AM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Website Edits

External Email: Use caution with links and attachments.

This Thursday at 12 will work. Can it please be a zoom call so I can show you the changes?

Amy Russolillo, Paralegal
Moore, O'Brien & Foti

Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>

Sent: Tuesday, October 10, 2023, 9:31 AM

To: Amy Russolillo <ARussolillo@mojylaw.com>

Subject: RE: Website Edits

Hi Amy!

I am available Thursday at 12 PM EST or next Tuesday 12 EST or Wednesday at 11AM EST

Best,
Cortney Giegerich (Hilton)
Client Manager, SLF FindLaw

Thomson Reuters
610 Opperman Drive Eagan, MN 55123
Phone: 763-326-3844
cortney.hilton@thomsonreuters.com

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FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Monday, October 9, 2023 12:16 PM

To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>

Subject: [EXT] FW: Website Edits

External Email: Use caution with links and attachments.

Hi Cortney,

Would we be able to schedule another zoom meeting to go over the website. We have additional changes that will be easier to go over on a zoom call.

Amy Russolillo

Paralegal to Garrett M. Moore, Sr. & Garrett M. Moore, Jr.

Moore, O'Brien & Foti

Direct Dial & Fax: (203) 250-1744

Amy Russolillo

From: Amy Russolillo
Sent: Monday, October 9, 2023 1:16 PM
To: 'Cortney.Hilton@thomsonreuters.com'
Subject: FW: Website Edits

Hi Cortney,

Would we be able to schedule another zoom meeting to go over the website. We have additional changes that will be easier to go over on a zoom call.

Amy Russolillo

Paralegal to Garrett M. Moore, Sr. & Garrett M. Moore, Jr.

Moore, O'Brien & Foti

Direct Dial & Fax: (203) 250-1744

Email: ARussolillo@mojylaw.com

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Friday, September 22, 2023 1:22 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Edits

Hi Amy!

Here is the updated link

<https://3256840-fork.findlaw2.flsitebuilder.com/>

Best,

Cortney Giegerich (Hilton)

Client Manager, SLF FindLaw

Thomson Reuters

610 Opperman Drive Eagan, MN 55123

Phone: 763-326-3844

cortney.hilton@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Wednesday, September 20, 2023 2:27 PM

To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>

Subject: [EXT] RE: Website Edits

External Email: Use caution with links and attachments.

Hi Courtney,

Hope all is well. I'm just following up on a status.

Thank you.

Amy Russolillo, Paralegal

Moore, O'Brien & Foti

Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Wednesday, September 6, 2023 12:08 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Edits

Hi Amy!

I will call you here shortly

Best,

Cortney Giegerich (Hilton)

Client Manager, SLF FindLaw

Thomson Reuters

610 Opperman Drive Eagan, MN 55123

Phone: 763-326-3844

cortney.hilton@thomsonreuters.com

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FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Wednesday, September 6, 2023 11:01 AM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Website Edits

External Email: Use caution with links and attachments.

Hi Cortney,

Are we jumping on a zoom call? I didn't receive a link, so I wasn't sure. Figured it might be easier to show you the changes needed.

Thanks

Amy Russolillo, Paralegal

Moore, O'Brien & Foti

Direct dial/Fax/Text: (203) 250-1744

From: Amy Russolillo
Sent: Tuesday, September 5, 2023 11:17 AM
To: 'Giegerich, Cortney (Legal)' <Cortney.Hilton@thomsonreuters.com>
Subject: RE: Website Edits

Yes, that will work.

Thank you.

Amy Russolillo, Paralegal

Moore, O'Brien & Foti

Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>

Sent: Tuesday, September 5, 2023 10:45 AM

To: Amy Russolillo <ARussolillo@mojylaw.com>

Subject: RE: Website Edits

Hi Amy!

Thank you so much!

I have tomorrow at noon est open. Does that work for you?

Best,

Cortney Giegerich (Hilton)

Client Manager, SLF FindLaw

Thomson Reuters

610 Opperman Drive Eagan, MN 55123

Phone: 763-326-3844

cortney.hilton@thomsonreuters.com

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FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, September 5, 2023 9:10 AM
To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Website Edits

External Email: Use caution with links and attachments.

Congratulations, Cortney!

Great, can we schedule a meeting to discuss some of the additional changes. I'm open this week, except for today.

Amy Russolillo, Paralegal

Moore, O'Brien & Foti

Direct dial/Fax/Text: (203) 250-1744

From: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Sent: Tuesday, September 5, 2023 10:01 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Edits

Hi Amy!

Crystal is actually no longer with the company and I am officially back from maternity leave and I am your firms Client Manager!

I would be happy to discuss any changes you would like made to the website!

Best,

Cortney Giegerich (Hilton)

Client Manager, SLF FindLaw

Thomson Reuters

610 Opperman Drive Eagan, MN 55123

Phone: 763-326-3844

cortney.hilton@thomsonreuters.com

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FindLaw Technical Support: 1-800-455-4565 ext. 45434

From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Tuesday, September 5, 2023 8:14 AM

To: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>

Subject: [EXT] FW: Website Edits

External Email: Use caution with links and attachments.

Hi Cortney, my email to Crystal was bounced back as an invalid email and I'm unable to reach her by phone.

Can you help or direct me to someone who can.

Thank you.

Amy Russolillo, Paralegal

Moore, O'Brien & Foti

Direct dial/Fax/Text: (203) 250-1744

From: Amy Russolillo
Sent: Tuesday, September 5, 2023 9:01 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: RE: Website Edits

Hi Crystal,

Hope all is well.

Would we be able to set-up another meeting, with Cortney. I have a few more changes and hopefully that will be it.

Please let me know when you are both available.

Thanks.

Amy Russolillo, Paralegal

Moore, O'Brien & Foti

Direct dial/Fax/Text: (203) 250-1744

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Wednesday, August 9, 2023 10:21 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: RE: Website Edits

Sounds good! Cortney will be able to take those and get the edits completed before launching the website live. Send them directly over to her.

Thank you Amy!

Thank you,

Crystal Winter

Client Manager, FindLaw



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Phone: 763-326-3847
crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Wednesday, August 9, 2023 9:04 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: [EXT] RE: Website Edits

External Email: Use caution with links and attachments.

Hi Crystal, There are additional changes still to be made. I will try my best to get that to you before the end of the week.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Tuesday, August 8, 2023 1:05 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Giegerich, Cortney (Legal) <Cortney.Hilton@thomsonreuters.com>
Subject: RE: Website Edits

Good Afternoon Amy,

I wanted to reach out in regards to the edits – can you review and let Cortney’s know of any additional changes? She is back from leave and I have updated her on the refresh we have been working on.

<https://3256840-fork.findlaw2.flsitebuilder.com/>

Let me know if you have any questions!

Thank you,

Crystal Winter

Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Winter, Crystal (Legal)
Sent: Thursday, August 3, 2023 2:53 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Edits

Good Afternoon Amy,

Apologies for the delay in getting this over to you, I was out of the office for a few days.

Please review the edits and let me know if we are good to launch.

<https://3256840-fork.findlaw2.flitebuilder.com/>

Thank you,

Crystal Winter

Client Manager, FindLaw



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From: Winter, Crystal (Legal)
Sent: Monday, July 24, 2023 1:04 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Edits

Thank you Amy. I will send this over to the team and let you know if they have any questions!

Thank you,

Crystal Winter

Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, July 24, 2023 12:36 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Website Edits

External Email: Use caution with links and attachments.

Hi Crystal,

1. Home page looks good. The only thing we need is under the “our firm is proud”, where it shows the practice areas, please add an additional “square” that states “all practice areas”, so when it’s clicked on, they are sent to the practice area page. Same when you click on “practice areas”, we should list all the main categories.
2. Practice Areas dropdown menu, we are still missing “*Negligent Entrustment*” under motor vehicle accidents. Also, none of the subcategories were added to the side panel for premise liability. Same with Medical Malpractice; there is subcategories but only one is from our list. Can we also list 10 categories before the “additional practice area” under the dropdown: include number 9 & 10 from our list. The additional

practice areas also does not list our #'s 11-15 (d) in order from our category list. The additional categories were randomly placed. As I mentioned, the firm would like everything in order as our category list we provided.

3. Photographs of the new attorneys are in each of their bio's; however, they're missing from the "our team page".
4. The side panel on the practice area overview is still incorrect. Again, they should match our list.

Please let me know if you have any questions.

Thank you.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, July 24, 2023 8:34 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: Website Edits

Good Morning Amy,

The changes we discussed before our vacation week last week have been completed. Clear your cache and review.

<https://3256840-fork.findlaw2.flbuilder.com/>

Let me know if there are any additional changes you'd like made before we publish live.

Thank you,

Crystal Winter

Client Manager, FindLaw



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From: Winter, Crystal (Legal)
Sent: Friday, July 14, 2023 8:40 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Attorney Photos for website

Great! Thank you!

Thank you,

Crystal Winter

Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Friday, July 14, 2023 8:36 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Attorney Photos for website

External Email: Use caution with links and attachments.

Please see attached in 2 different formats each. If this doesn't work, we will have to have pictures redone. This is all I have.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, July 13, 2023 5:56 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Attorney Photos for website

Hi Amy,

Can you send them in a high resolution JPEG file?

Thank you,

Crystal Winter

Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, July 13, 2023 4:07 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] Attorney Photos for website

External Email: Use caution with links and attachments.

Hi Crystal,

Please see attached photographs for the attorneys on our website.

If you need these in a different format, please let me know.

Thank you.

Amy Russolillo, Paralegal

Moore, O'Brien & Foti

891 Straits Turnpike


Middlebury, CT 06762

Direct dial: (203) 250-1744

Office: (203) 272-5881

Fax: (203) 272-9273

Email: arussolillo@mojylaw.com

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<https://www.thomsonreuters.com/en/resources/disclosures.html>

Amy Russolillo

From: Amy Russolillo
Sent: Friday, July 7, 2023 12:12 PM
To: 'Winter, Crystal (Legal)'
Subject: RE: Website Categories - updated

Morning would be best, anytime.

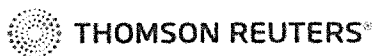
Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Friday, July 7, 2023 11:59 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Categories - updated

Sounds good. What time works best?

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Friday, July 7, 2023 10:56 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Website Categories - updated

External Email: Use caution with links and attachments.

Thursday is better for me.

Amy Russolillo, Paralegal
Moore, O'Brien & Foti

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Friday, July 7, 2023 11:12 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Website Categories - updated

Yes we can. Next week Thursday or Friday would be better for me – would either day work for you?

Thank you,

Crystal Winter
Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Friday, July 7, 2023 9:20 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Website Categories - updated

External Email: Use caution with links and attachments.

Hi Crystal, can we set up another meeting?

Amy Russolillo, Paralegal
Moore, O'Brien & Foti
891 Straits Turnpike
Middlebury, CT 06762

Direct dial: (203) 250-1744
Office: (203) 272-5881
Fax: (203) 272-9273
Email: arussolillo@mojylaw.com

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From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Wednesday, July 5, 2023 11:39 AM

To: Amy Russolillo <ARussolillo@mojylaw.com>

Subject: RE: Website Categories - updated

Hey Amy,

I was talking to the team about moving those specific case types as we discussed to their own page, but most of them only have a couple sentences to explain what they are. That is a lot of wasted page space.

<https://3256840-fork.findlaw2.flitebuilder.com/practice-area-overview/>

Those that have the extra case details below them, most of them have their own perspective page already on the website. We could add a link for the MVA and have it read as we have it listed on the MVA page.

Basically combining the types on one page to list out, vs a separate page for each type – if that makes sense? Call me if you want to discuss over the phone.

The talented team at Moore, O'Brien & Foti serves people in Middlebury and across Connecticut who have been injured in all types of automobile accidents.

Motor Vehicle Accident – Every driver is responsible for following the rules of the road. If you or a loved one is injured by another driver's failure to follow the rules of the road, they are responsible for any and all injuries they cause, including medical bills, lost wages, and most importantly, pain and suffering.

- a. *Truck Accidents* – Truck drivers have a significant responsibility to others on the road. A collision with a truck can lead to catastrophic injuries. The driver and the employer are responsible for injuries caused by the truck driver's negligence.
- b. *Distracted Driving* – Drivers are more distracted now than ever. It is not uncommon for the cause of an accident to be a result of distracted driving. Depending on the circumstances, the law may conclude that the driver's behavior was reckless, which will allow for additional damages.
- c. *Motorcycle Accidents* – Motorcyclists share our roads, and when a motorist drives carelessly and causes an injury to a motorcyclist, the injuries can be catastrophic. If you or a loved one is injured, it is important to explore your options as soon as possible.
- d. *Bicycle Accidents* – When a bicyclist is struck by a careless motorist, the injuries can be grave. The careless motorist is liable for any and all injuries they cause, including medical bills, lost wages, and, most importantly, pain and suffering.
- e. *Pedestrian Accidents* – When a pedestrian is struck by a careless motorist, the injuries can be grave. The careless motorist is liable for any and all injuries they cause, including medical bills, lost wages, and, most importantly, pain and suffering.

- f. *Hit and Run Accidents* – Being involved in an accident is bad enough, but to then have the at-fault party leave the scene is inexcusable. If someone leaves the scene of an accident and you are injured, you can still most likely be fairly compensated for your injuries.
- g. *Bus Accidents* – Buses are common carriers and have an obligation to their passengers. If they fail in that obligation and someone is injured, they are liable for any damages.
- h. *Negligent Entrustment* – Operating a motor vehicle comes with tremendous responsibility. If an owner or possessor of a motor vehicle carelessly entrusts another with a motor vehicle and injures someone, they are responsible for any injuries caused.

Then link the same details on the MVA page – highlighted below to the same page with the examples of auto accidents.

The talented team at Moore, O'Brien & Foti serves people in Middlebury and across Connecticut who have been injured in all types of automobile accidents.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, June 26, 2023 11:04 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Website Categories - updated

External Email: Use caution with links and attachments.

Great, thank you.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, June 26, 2023 11:56 AM
To: Amy Russolillo <ARussolillo@mojvlaw.com>
Subject: RE: Website Categories - updated

Perfect! Thank you for getting this over. I will get the request sent and let you know once it's complete.

Thank you,

Crystal Winter
Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojvlaw.com>
Sent: Monday, June 26, 2023 10:54 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Website Categories - updated

External Email: Use caution with links and attachments.

Hey Crystal,

I have the number 235 years of legal experience.

Thanks.

Amy

From: Amy Russolillo
Sent: Monday, June 26, 2023 10:33 AM
To: 'Winter, Crystal (Legal)' <Crystal.Winter@thomsonreuters.com>
Subject: RE: Website Categories - updated

Correct.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, June 26, 2023 10:27 AM

To: Amy Russolillo <ARussolillo@mojylaw.com>

Subject: RE: Website Categories - updated

Got it!

Just so I am understanding correctly – we want to list the “Truck Accidents” and then have the word clickable to a new page where it lists the definition? So the A-D below would be the accident type only?

1. Motor Vehicle Accident - Every driver is responsible for following the rules of the road. If you or a loved one is injured by another driver’s failure to follow the rules of the road, they are responsible for any and all injuries they cause, including medical bills, lost wages, and most importantly, pain and suffering.
 - a. Truck Accidents - Truck drivers have a significant responsibility to others on the road. A collision with a truck can lead to catastrophic injuries. The driver and the employer are responsible for injuries caused by the truck driver’s negligence.
 - b. Distracted Driving - Drivers are more distracted now than ever. It is not uncommon for the cause of an accident to be a result of distracted driving. Depending on the circumstances, the law may conclude that the driver’s behavior was reckless, which will allow for additional damages.
 - c. Motorcycle Accidents - Motorcyclists share our roads, and when a motorist drives carelessly and causes an injury to a motorcyclist, the injuries can be catastrophic. If you or a loved one is injured, it is important to explore your options as soon as possible.
 - d. Bicycle Accidents - When a bicyclist is struck by a careless motorist, the injuries can be grave. The careless motorist is liable for any and all injuries they cause, including medical

Thank you,

Crystal Winter

Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Monday, June 26, 2023 9:06 AM

To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Subject: [EXT] Website Categories - updated

External Email: Use caution with links and attachments.

Hi Crystal,

Updated categories.

Amy

Amy Russolillo

From: Amy Russolillo
Sent: Friday, June 23, 2023 9:26 AM
To: 'Winter, Crystal (Legal)'
Subject: RE: Moore,O'Brien & Foti - Website
Attachments: Website Categories.docx

Hey Crystal,

I finally received the website categories and write-ups for the topics. I would like a meeting first to discuss the changes. ½ hour meeting should be plenty of time.

Thank you.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, June 5, 2023 2:53 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Perfect! Thank you for the update Amy!

Thank you,

Crystal Winter
Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, June 5, 2023 1:52 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Yes, there are. I'm hoping to have a draft email to you before the end of the day. If not today, tomorrow morning.

Thank you.

Amy Russolillo, Paralegal

Moore, O'Brien & Foti
891 Straits Turnpike
Middlebury, CT 06762

Direct dial: (203) 250-1744

Office: (203) 272-5881

Fax: (203) 272-9273

Email: arusolillo@mojylaw.com

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From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Sent: Monday, June 5, 2023 2:50 PM

To: Amy Russolillo <ARussolillo@mojylaw.com>

Subject: RE: Moore,O'Brien & Foti - Website

Good Afternoon Amy,

I hope this email reaches you well! Were you able to touch base with the partners on the website changes and if there are any additional edits?

Thank you,

Crystal Winter

Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Thursday, May 18, 2023 1:21 PM

To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Great, thank you!

Amy

"every day is a chance to be better" ~ unknown

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, May 18, 2023 2:21 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Hey Amy,

No worries at all! 😊 Keep me posted and if I don't hear from you later next week I will reach out.

Thank you,

Crystal Winter
Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, May 18, 2023 1:13 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hi Crystal,

I hate to do this, but I need to cancel again. I didn't get the feed back I was waiting for from one of the partners. I will have to reschedule to next week; however, I will wait until I have everything before rescheduling.

I will be in touch early next week.

Thank you.

Amy

"every day is a chance to be better" ~ unknown

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Wednesday, May 17, 2023 11:02 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Great! I will send the updated calendar invite.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, May 16, 2023 3:57 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Thursday at 2:30 would work.

Amy

"every day is a chance to be better" ~ unknown

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Tuesday, May 16, 2023 9:12 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Good Morning Amy,

No worries at all! I can do Thursday between 11-1pm or after 2pm. I am off on Friday. If Thursday doesn't work we can schedule for Monday.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, May 16, 2023 8:07 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hi Crystal,

I hate doing this, but can we reschedule. We have some additional changes I need to discuss with Attorney Moore and the Attorney that's doing the write-up for the categories.

Would it be possible to schedule a meeting for Thursday or Friday?

Amy Russolillo

Paralegal to Garrett M. Moore, Sr. & Garrett M. Moore, Jr.

Direct Dial/Fax/Text: 203-250-1744

Email: arussolillo@mojylaw.com

Please consider the environment before printing this fax/email.

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, May 8, 2023 9:20 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

That will work. I will send over a calendar invite.

Thank you,

Crystal Winter

Client Manager, FindLaw



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Phone: 763-326-3847

crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, May 8, 2023 8:15 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

I have a meeting in the afternoon. So could we do 10 a.m?

Amy

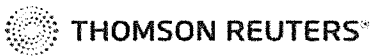
From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, May 8, 2023 9:03 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Tuesday will work great! I'm open all day except 12:30-1:30.

Is there a time that works best for you?

Thank you,

Crystal Winter
Client Manager, FindLaw



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Phone: 763-326-3847

crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Saturday, May 6, 2023 7:55 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Okay. Thank you for the advanced notice.

How about Tuesday the 16th? I will just need Monday to catch up because I probably will need the whole day to catch up.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Friday, May 5, 2023 4:14 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Yes, that will work! We have the website contract that ends this month as well and I wanted to make sure you and the partners were aware of that. I will get some pricing together so it's ready. I wanted to make sure we had the edits done and ready to go before we discussed, but I don't want it to be a "last minute" discussion either.

I'm wide open that week, maybe we touch base the latter half especially with you being out next week?

Thank you,

Crystal Winter
Client Manager, FindLaw



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Phone: 763-326-3847
crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Friday, May 5, 2023 3:10 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Crystal,

Unfortunately, I'm out on vacation next week. Would we be able to schedule something for the following week on Monday, May 15th?

Amy

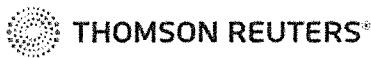
From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Friday, May 5, 2023 4:00 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Good Afternoon Amy,

I wanted to follow up with you to see if we could schedule a time for next week to discuss any additional edits needed for the website preview? I am fairly open, let me know a good day and time that works for you!

Thank you,

Crystal Winter
Client Manager, FindLaw



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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, May 1, 2023 10:52 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Thank you for your understanding. I will be in touch.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, May 1, 2023 9:34 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

No worries at all! Once things calm down a bit, let me know when you have had time to review with him and we can set up another time to review.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, May 1, 2023 8:24 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Crystal, I apologize. I have to reschedule our meeting. Attorney Moore and I became busy preparing for a trial this week. I wasn't able to review the changes with him.

Again my apologies for the last minute cancellation.

Amy

From: Amy Russolillo
Sent: Friday, April 28, 2023 9:29 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: RE: Moore,O'Brien & Foti - Website

Absolutely!

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Friday, April 28, 2023 9:26 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Can we do 9:30? I'll send over an invite if that works.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Friday, April 28, 2023 8:19 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

I'm free as well, so let's shoot for 9 a.m. If that works for you.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Friday, April 28, 2023 9:05 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Perfect! What time works best for you? I am fairly open.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, April 27, 2023 8:11 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] Re: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Yes, Monday is fine.

Thank you.

Get [Outlook for iOS](#)

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 27, 2023 6:39:56 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

I won't have time for a call until next week. Are you free Monday?

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, April 27, 2023 3:46 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hey Crystal,

Would be able to schedule another zoom meeting? 30 minutes tops.

Amy

Amy Russolillo

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Wednesday, April 26, 2023 12:37 PM
To: Garrett Moore Jr.; Amy Russolillo
Cc: Heather Burke
Subject: RE: Moore,O'Brien & Foti - Website

Hi Garrett,

I will get those edits made.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Sent: Wednesday, April 26, 2023 11:28 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Under Our Team
Need to edit to Gordon H. Goldsmith
Need edit to have commas after Edward Walsh, III and a comma after Robert Flanagan, Jr.

Thanks,



Garrett M. Moore Jr.

Cell : 203-592-4577
Phone: 203-272-5881 | **Fax :** 203-272-9273
Email: gmoorej@mojylaw.com
Address: 891 Straits Turnpike · Middlebury, CT 06762

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Wednesday, April 26, 2023 12:22 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Good Afternoon,

Below is the link to the preview site for you to review with the last changes requested.

<https://3256840-fork.findlaw2.flitebuilder.com/>

Please make sure you clear your cache to view everything and let me know if there are additional edits or if we can launch your site.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, April 24, 2023 8:36 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

I think when you and I spoke, we thought it would be best under the current tagline.

Amy

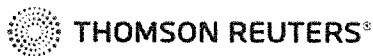
From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, April 24, 2023 9:26 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Good Morning Amy,

Thank you for sending me those updates. For the "Proudly serving..." portion – where do you want that exactly? Do we want to change the tagline and add it within that or should I put another bolded bar beneath the homepage photo and add there?

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, April 24, 2023 8:06 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hi Crystal,

I finally spoke with Garrett. Here are the additional changes:

1. Practice Areas – Add side panel when hovering over the topic, which will include specific topics in that category. As you had suggested.
2. Practice Areas – Additional topics to be listed as a main topic in the practice areas dropdown:
 - Wrongful Death
 - Slip/Trip & Fall
 - Assault
 - Nursing Home Negligence
 - Aviation Accidents
 - Construction Accidents
 - Catastrophic injuries
3. Practice Areas –subcategories for side panel dropdown:
 - Traumatic Brain injury
 - Birth injuries
 - Surgical Errors
 - Failure to Diagnose
 - Distracted Driving Accidents

Tractor-Trailer Accidents
Dram Shop
Dog Bite Injuries
Dental Injuries
Pedestrian accidents
Bicycle accidents
Motorcycle accidents
Train accidents
Boating accidents
Burn injuries
Hit & Run Car Accidents
Bus Accidents

4. We will get you any new case results, if any, as soon as possible.
5. Some of the links for topics in the practice area overview are in red, others are in blue. Could we make them all red.
6. Home page, as discussed, include: Our Firm is proud to have served over 30,000 clients

Please let me know if you would like to have another zoom meeting to go over this.

Thank you.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 20, 2023 6:32 PM
To: Heather Burke <hburke@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Subject: Re: Moore,O'Brien & Foti - Website

Great! I'll get these added to the site!

Thank you,

Crystal Winter

Client Manager, FindLaw

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crystal.winter@thomsonreuters.com

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From: Heather Burke <hburke@mojylaw.com>
Sent: Thursday, April 20, 2023 8:46:19 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Good Morning Crystal,

Here are some more reviews from our clients.

“This was a difficult time for everyone during the Coronavirus, and I resided out of state in Florida. In spite of the court closures and distance, Garrett Moore kept me informed, as did his staff, and calmed all my concerns that I had. To have this case settled, again, during the pandemic and when having less stress in my life is important, was so far above and beyond my expectations.”

- Cynthia E.

“Attorney Chrysten Dufour was EXTREMELY competent and EXCELLENT to work with.”

- Michael G.

“Thank you all for all your hard work these past few years. The hard work and dedication you guys put towards my case will be appreciated.”

- Genilda T.

“It took a few years and a lot of hard work and persistence that led to a successful outcome for my case. I really appreciate all that you did. “

- Donna S.

“Thanks to everyone who worked on my case! I had a positive experience working with you and I am very pleased with the results.”

- Joanna C.

“Everyone that was involved with my case went above and beyond to help me through this case.”

- Sue C.

“I am so very pleased to have had the representations of your firm. “

- Kathleen C.

“#1 Law firm. Considerate and Caring!”

- Robert G.

-Heather

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Sent: Thursday, April 6, 2023 1:03 PM

To: Amy Russolillo <ARussolillo@mojylaw.com>; Heather Burke <hburke@mojylaw.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>

Subject: RE: Moore,O'Brien & Foti - Website

Amy Russolillo

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, April 17, 2023 2:09 PM
To: Amy Russolillo
Subject: RE: Moore,O'Brien & Foti - Website

Tomorrow morning I am available. Would a time then work? I have a 12 & 1pm tomorrow otherwise.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Monday, April 17, 2023 12:47 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Crystal,

Would you and I be able to set up a phone call meeting? I wanted to touch base with you on some additional changes; however, I feel it might be easier to discuss over the phone.



Amy Russolillo

Paralegal to Garrett M. Moore, Sr. & Garrett M. Moore, Jr.

Direct Dial/Fax/Text: 203-250-1744

Email: arussolillo@mojylaw.com

Please consider the environment before printing this fax/email.

From: Amy Russolillo
Sent: Monday, April 17, 2023 9:48 AM

To: 'Winter, Crystal (Legal)' <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Hi Crystal,

Thanks, as always, the weekend went by too quick! Hope you enjoyed your weekend as well.

We will get back to you soon, once we've reviewed it.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Monday, April 17, 2023 9:40 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Good Morning,

Hope you enjoyed your weekend. Below is the updated preview link including the drop down & hyperlink about section.

<https://3256840-fork.findlaw2.flbuilder.com/>

Please review and let me know if you have any questions or would like additional edits.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Winter, Crystal (Legal)
Sent: Thursday, April 13, 2023 2:28 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Great! Thank you for getting this back to me so quickly.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, April 13, 2023 2:24 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hi Crystal,

Please see attached.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 13, 2023 1:20 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Amy,

I also need a signature/date on the attached name change form. The firm's name was updated in all of your subscriptions except within our internal account details. Can you send this back to me fully executed and I will get the internal account information updated?

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Thursday, April 13, 2023 10:51 AM

To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>

Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Thanks

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Sent: Thursday, April 13, 2023 11:47 AM

To: Amy Russolillo <ARussolillo@mojylaw.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>

Subject: RE: Moore,O'Brien & Foti - Website

Hi Amy,

I have requested them to add this to the preview link. I will let you know once it's been added for you to review all at once.

Thank you,

Crystal Winter

Client Manager, FindLaw



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Phone: 763-326-3847

crystal.winter@thomsonreuters.com

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From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Thursday, April 13, 2023 9:25 AM

To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Okay.

Can we see the preview of the website with all the changes. The previous link does not include this change.
Thanks

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 13, 2023 10:20 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Yes, that change was made prior to the link being created – I told the developer since it was that small change it was okay to leave it on the live link.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, April 13, 2023 9:18 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Not sure if we were sent the wrong link but the website is back to the original format with this link.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 13, 2023 10:14 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Good Morning,

This has been updated. Let me know if there are changes needed on the preview links or the website itself.

<https://www.mojylaw.com>

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Wednesday, April 12, 2023 2:33 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Correct.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Wednesday, April 12, 2023 3:28 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Create a new menu header "Our Team" have the drop down of each individual attorney the way it is currently listed for them to go directly to that person's bio page? Just want to make sure I get it added correctly.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Wednesday, April 12, 2023 2:25 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

The “about” should remain as is and continue to go the that specific page. We would like the “our team” to only list the attorney names, so that someone can click on it and go straight to that individual attorney’s page.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Wednesday, April 12, 2023 3:15 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Hi Amy,

Chance “About” to “Our Team” correct?

GARRETT M. MOORE SR.

GREGORY E. O'BRIEN

JOSEPH D. FOTI, JR.

GARRETT M. MOORE, JR.

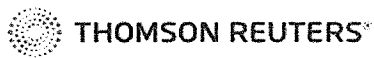
CHRYSTEN A. DUFOUR

BRETT K. GORMAN

il Litigation Firm

Thank you,

Crystal Winter
Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Tuesday, April 11, 2023 3:29 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Crystal, I'll have more time to review tomorrow but the list of attorneys is supposed to be titled "Our Team".

I will get back to you with any additional changes, if any.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Tuesday, April 11, 2023 3:51 PM
To: Heather Burke <hburke@mojylaw.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Good Afternoon,

Here are the updated pages on the preview link as we discussed. There were a few features we had to adapt with our current widgets and plugins that FindLaw uses. Please take a look and let me know if there are edits to any of these changes and I will get back with the team. You will need to be logged into your WordPress website to view the preview links provided. Please let me know if you have any issues.

*please note – we changed the drop down menu to include the attorney’s names on your live website as well as the hyperlinks on the PA’s page.

Full Preview website link: <https://3256840-fork.findlaw2.flbuilder.com/>

<https://3256840-fork.findlaw2.flbuilder.com/about/>

<https://3256840-fork.findlaw2.flbuilder.com/practice-areas/>

“Share” button added within each blog

<https://3256840-fork.findlaw2.flbuilder.com/blog/>

5. PTSD

Not all medical conditions after a vehicle accident are physical. People often suffer from a mental health condition called post-PTSD can leave a person suffering from nightmares, stress and

People who suffer injuries after a car accident often have to see build up someone’s medical debt. If this is happening to you, the [compensation](#).



Spanish page:

<https://3256840-fork.findlaw2.flbuilder.com/acerca-de/>

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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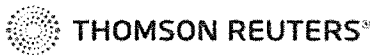
[Click Here to schedule a call directly with me](#)

From: Winter, Crystal (Legal)
Sent: Thursday, April 6, 2023 2:58 PM
To: Heather Burke <hburke@mojylaw.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Great! This will be perfect to get on there now and we can add the rest after the page is created and the edits are approved. Thank you for getting these over!

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Heather Burke <hburke@mojylaw.com>
Sent: Thursday, April 6, 2023 2:57 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Here is what I have for right now. I have a ton more I will get over to you next week.

“The whole staff & team were nice and helpful. Will recommend to anyone I know.”
- Jennifer

“Firm was outstanding in handling my case. Very responsive and on top of every detail. Satisfied with the outcome. Thank you all for your outstanding service!”
- Brian

"I love Attorney Garrett Moore & his Team. They are compassionate but tells you what the real deal is. If you don't have a case, he will tell you that up front and take the to explain why. They are resourceful, responsive, and warmly professional. They really put you at ease."

- Kim

"I love Moore, O'Brien & Foti each attorney makes you feel so comfortable they're more than friendly and they take your case and concerns very personal and serious they're very professional each and every attorney in the office as you enter into the office you agree with a smile and attorneys make you feel like a part of the family, I would highly recommend this law firm."

- Tammie

"I recommend them they work with you through the whole case, and they care both personally and professionally about their clients"

- Steven

"Great lawyers, very professional. Highly recommend for any injury case. I have used them so far twice, and they are extremely knowledgeable, helpful, courteous, and will help you out and return calls very quickly."

- Brittany

-Heather

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Sent: Thursday, April 6, 2023 3:56 PM

To: Amy Russolillo <ARussolillo@mojylaw.com>; Heather Burke <hburke@mojylaw.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>

Subject: RE: Moore,O'Brien & Foti - Website

Yes, the team has the case studies page updates. I will send the details below over to them now. Thank you!

Thank you,

Crystal Winter

Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Thursday, April 6, 2023 1:49 PM

To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Heather Burke <hburke@mojylaw.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>

Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Here are a few to highlight on the home page; however, the case results webpage needs to be updated as well. I did send links from other firms regarding their case results webpage and kind of what we're looking for.

Death of child in car crash; settlement \$1,900,000
Medical malpractice delayed diagnosis; verdict \$2,200,000
Left-hand turn into oncoming traffic; arbitration award \$900,000
Bus accident; jury verdict \$1,890,000
Ladder slips on icy roof resulting in traumatic fall; jury verdict \$1,000,000
Worker poisoned by defective forklift; settlement \$640,000
Victims of a bar fight; verdict \$69,000

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 6, 2023 1:15 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Yes, referring to the case results – are there specific ones you want highlighted when you hover over a particular PA? Or would you like us to pick a few?

Thank you,

Crystal Winter
Client Manager, FindLaw



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From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, April 6, 2023 12:11 PM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Heather Burke <hburke@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Are you referring to case results when you state "cases"? If so, those are already on our website.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 6, 2023 1:03 PM
To: Amy Russolillo <ARussolillo@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

I just need the cases & client testimonials for the team – he is working on things this afternoon and tomorrow morning.

Appreciate your promptness in gathering this information for us!

Thank you,

Crystal Winter
Client Manager, FindLaw



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[Click Here to schedule a call directly with me](#)

From: Winter, Crystal (Legal)
Sent: Thursday, April 6, 2023 11:01 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Received. Thank you!

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Thursday, April 6, 2023 10:59 AM

To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Heather Burke <hburke@mojylaw.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>

Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hi Crystal,

Here is the translation:

Acerca de nuestra firma de litigios civiles

En Moore, O'Brien & Foti, nos preocupamos por nivelar el campo de juego legal para las víctimas de acciones negligentes. Nuestra firma de litigios civiles se enfoca en los derechos de nuestros clientes para recuperar daños por injusticias, que incluyen:

- Negligencia médica
- Accidentes de vehículos de motor
- Lesiones personales
- Lesiones por responsabilidad del producto
- Muertes por negligencia
- Lesiones de nacimiento

Somos conocidos por construir casos sólidos a través de una preparación detallada. Nuestros abogados de lesiones personales presentarán con eficiencia su reclamo ante los jurados, buscando el nivel máximo de compensación para su situación.

Distinguidos profesionales legales que trabajan para usted

La experiencia legal, un enfoque en las necesidades de nuestros clientes y la habilidad para litigar nos convierte en la principal firma de demandantes en Connecticut y más allá. Muchos de nuestros abogados son miembros de prestigiosas organizaciones nacionales como el Colegio Americano de Abogados Litigantes. Cada uno de ellos lo tratará con respeto y manejará su caso con profesionalismo.

Nuestros abogados lo tratarán con respeto y manejarán su caso con profesionalismo. Nuestra firma siempre aboga por sus derechos frente a las compañías de seguros que quieren obtener ganancias a expensas del cumplimiento de sus responsabilidades. Esto incluye el uso de expertos sobre su tipo de accidente o lesión para testificar a su favor.

Obtenga más información sobre nuestra firma hoy

Llame a Moore, O'Brien & Foti en Middlebury al 203-651-7096 o contáctenos en línea para programar una consulta inicial gratuita. Representamos a clientes de forma contingente, por lo que no hay cargos a menos que ganemos su caso.

Póngase en contacto hoy

Los campos marcados con * son obligatorios

Nombre

Correo electrónico*
Teléfono
Breve descripción de su problema legal.
CONTÁCTENOS

Descargo de responsabilidad | política de privacidad
He leído el aviso legal. *

Amy

From: Amy Russolillo
Sent: Thursday, April 6, 2023 11:21 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Heather Burke <hburke@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Let me know if this works. Thanks

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 6, 2023 11:04 AM
To: Heather Burke <hburke@mojylaw.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

And last item email – sorry I had a ticket submitted and am going through it as I go through your email.

Can you send me the logo in a jpeg format? I need it as an attachment that way to add to the site.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Heather Burke <hburke@mojylaw.com>
Sent: Thursday, April 6, 2023 10:00 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Amy Russolillo <ARussolillo@mojylaw.com>

Amy Russolillo

From: Amy Russolillo
Sent: Thursday, April 6, 2023 11:02 AM
To: 'Winter, Crystal (Legal)'; Garrett Moore Jr.
Cc: Heather Burke
Subject: RE: Moore,O'Brien & Foti - Website

Once it's completed, I will get it over to you.

Amy

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 6, 2023 10:52 AM
To: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Thank you for confirming Garrett.

I will hold off on that portion until I receive the page of content and will implement that after.

Thank you,

Crystal Winter
Client Manager, FindLaw



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[Click Here to schedule a call directly with me](#)

From: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Sent: Thursday, April 6, 2023 9:47 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>; Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Heather Burke <hburke@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

We will get it translated.

Thanks,



Garrett M. Moore Jr.

Cell : 203-592-4577

Phone: 203-272-5881 | Fax : 203-272-9273

Email: gmoorejr@mojylaw.com

Address: 891 Straits Turnpike · Middlebury, CT 06762

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Sent: Thursday, April 6, 2023 10:46 AM

To: Amy Russolillo <ARussolillo@mojylaw.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>

Subject: RE: Moore,O'Brien & Foti - Website

Thank you for sending this over Amy!

I will get this to the team and have them create a preview link for the edits for you to review and approve before launching them live.

In regards to the Spanish "about" page – will you be providing the translated page for that or would you like our writers to do that page for the fee?

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>

Sent: Thursday, April 6, 2023 9:35 AM

To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>

Subject: [EXT] Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hi Crystal,

Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>
Subject: [EXT] RE: Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

I will work on that now

-Heather

From: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Sent: Thursday, April 6, 2023 10:59 AM
To: Amy Russolillo <ARussolillo@mojylaw.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: RE: Moore,O'Brien & Foti - Website

Can you send me a few client testimonials you would like added as well as a few of the case examples for the hovering feature. I want the team to have some details so they can implement what they can. Then we can add more testimonials after the page is added.

Thank you,

Crystal Winter
Client Manager, FindLaw



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crystal.winter@thomsonreuters.com

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[Click Here to schedule a call directly with me](#)

From: Amy Russolillo <ARussolillo@mojylaw.com>
Sent: Thursday, April 6, 2023 9:35 AM
To: Winter, Crystal (Legal) <Crystal.Winter@thomsonreuters.com>
Cc: Garrett Moore Jr. <GMooreJr@mojylaw.com>; Heather Burke <hburke@mojylaw.com>
Subject: [EXT] Moore,O'Brien & Foti - Website

External Email: Use caution with links and attachments.

Hi Crystal,

Below is a list of the changes we discussed regarding our website. I've included the links to other firm's webpages, as you requested, so that you can visually see some of the things that we like. Also, we would like to change the colors on our website to a dark blue and red, instead of the orange we have now. The logo is below in my signature line. Please let me know if you need it formatted a different way.

1. Row of topics: include “Our Team”. In the dropdown, we would like the attorneys listed here instead of it being listed under “about”. We can leave information listed in the “about” page.
<https://www.thefloodlawfirm.com/attorneys/>
2. “Our Practice Areas”, we need this to be a bit more interactive feature. We would like for people to be able to hover over the topic and it then list our different types of case that fall within that category. If you need us to provide you with that list, please let me know and we will get it to you quickly. In addition, it should also remain a clickable tab that brings them to that topic’s webpage. Currently, each topic reads like a book.
<https://renehannrossettilaw.com/practice-areas/>
3. “Case Result”. A couple of things for this one. This should be on the main page. Possibly directly under the “our practice areas”. This should be individual blocks, with the settlement amount listed, as well as a hovering and clickable options. We would like the ability to hover the settlement tab and see a quick short view of the case. Then the ability to click that settlement to get a full synopsis of that case. This webpage too reads like a book, and we need to make cleaner and easier to read. Which would be much more user friendly.

Ex: The settlement tab would show: \$1,000,000 arbitration award

Hovering option would show: Pedestrian accident. Our client was struck by a hit-and-run driver.

Clicking on the tab would take you to the case detail: While crossing the street after visiting a hospital, our client was struck by a hit-and-run driver and thrown approximately 15 feet in the air over another car. Her severely broken leg required surgical implanting of pins and screws, which resulted in the shortening of her leg by several inches. She incurred \$100,000 in medical bills and was out of work for six months. Fortunately, because our client had uninsured motorist coverage, she was able to make a claim against her own insurance company. An arbitration panel awarded her \$1,000,000.

<https://www.thefloodlawfirm.com/>

<https://www.thefloodlawfirm.com/case-results/>

4. “Client Testimonials”, we need this to be listed in the row of topics, as well. If we can get this to scroll and/or a short view of a review that can be a swiping option at the bottom of the home page.

<https://www.thefloodlawfirm.com/testimonials/>

<https://www.thefloodlawfirm.com/>

5. Add “Español” on the row of topics. Which should only translate our “about page”.

Please let me know if you have any questions or need clarification on any of the above. My direct dial is listed below.

Thank you.



Amy Russolillo

Paralegal to Garrett M. Moore, Sr. & Garrett M. Moore, Jr.

Direct Dial/Text: 203-250-1744

Office: 203-272-5881

Email: arussolillo@mojylaw.com

Address: 891 Straits Turnpike · Middlebury, CT 06762



891 STRAITS TURNPIKE | GARRETT M. MOORE, SR. *
MIDDLEBURY, CT 06762 | GREGORY E. O'BRIEN*
PHONE (203) 272-5881 | JOSEPH D. FOTI, JR.*
FAX (203) 272-9273 | GARRETT M. MOORE, JR.
www.mojylaw.com | CHRYSTEN A. DUFOUR
gmoore@mojylaw.com | ROBERT J. FLANAGAN, JR.
BRETT K. GORMAN

* CERTIFIED CIVIL TRIAL ADVOCATE | GORDON H. GOLDSMITH
NATIONAL BOARD OF TRIAL ADVOCACY | EDWARD V. WALSH III

March 4, 2024

Thomson Reuters
610 Opperman Drive
Eagan, MN 55123-1396

Dear Sir/Madam,

I regret to inform you that there have been some serious issues regarding our website, which has resulted in a breach of contract on your part. Regrettably, there have been substantial delays in the development of the website, and we have received no assistance or guidance from you or your company.

Since March 23, 2023, we have been attempting to restructure the website, but to no avail. Despite our numerous attempts, consisting of 28 emails and several video calls, the requested changes have not been implemented. Moreover, the changes that have been made are incomplete and, often, incorrect.

Furthermore, on February 23, 2024, we requested that the website be launched, but we are still waiting for it to go live. Our intention was to make the necessary changes ourselves once the website was live, but unfortunately, that has not been possible. As a result, we have been unable to take advantage of the increasing number of people who rely on online platforms to search for and engage with legal services.

Due to your continuous and material breach of our contract, we are left with no choice but to seek termination of the contract, specifically in relation to the website.

Please do not hesitate to contact me if you have any questions or require further clarification.

Thank you for your attention to this matter.

Sincerely,

Garrett M. Moore, Jr.

GMMJR/ar

EXHIBIT C

EXHIBIT D

New Terms and Conditions for CheckPoint Products

For CheckPoint agreements entered into after April 16, 2024, the applicable terms are located here <http://tr.com/us-general-terms-and-conditions> and supersede the Terms set out below. These General Terms and Conditions (“Terms”) govern your access and use of Thomson Reuters CheckPoint Services.

These General Terms and Conditions (“Terms”) govern your access and use of Thomson Reuters Services, as such term is defined below. “We”, “our” and “Thomson Reuters” means the Thomson Reuters entity or entities providing Services (and thus the entity or entities with all rights and obligations with respect to those Services) under the applicable Ordering Document. “You” and “your” means the client, customer or subscriber agreeing to or accepting these terms.

1. DEFINITIONS

- a. **“Affiliate”** means in the case of us, Thomson Reuters Corporation and any entity that, from time to time, is directly or indirectly controlled by Thomson Reuters Corporation. In the case of you, Affiliate means any entity that, from time to time, is directly or indirectly controlling, controlled by, or under common control of you. “Control” means the power to direct or cause the direction of the management or policies of such entity, whether through the ownership of voting securities, by contract, or otherwise.
- b. **“Agreement”** means each Ordering Document, any applicable incorporated documents, and these Terms.
- c. **“Confidential Information”** means information in any form, whether oral or written, of a business, financial or technical nature which the recipient reasonably should know is confidential and which is disclosed by a party in the course of the Agreement.
- d. **“Documentation”** means manuals, handbooks, guides and other user instructions, documentation and materials available through the product or provided by us regarding the capabilities, operation, and use of our Services.
- e. **“Ordering Document”** means an order form, order confirmation, statement of work, invoice, e-commerce confirmation or similar agreement issued by such Thomson Reuters entity or entities that lists or describes the Services to be supplied by us.
- f. **“Professional Services”** means the implementation, customization, training, consulting or other professional services we provide, as may be described in the applicable Ordering Document.
- g. **“Property”** means our property, which includes but is not limited to our products, Services, information, Documentation, data (whether tangible or intangible) and Usage Information.
- h. **“Services”** means the cloud computing services, software-as-a-service, online research services, Professional Services, as well as any products, including installed software, supplied by Thomson Reuters under the Agreement that are detailed in the applicable Ordering Document.
- i. **“Usage Information”** means any information, data, or other content (including statistical compilations and performance information) related to or derived from your access to and use of our Property.
- j. **“Your Data”** means, other than Usage Information, information, data, and other content, in any form or medium, that is submitted, posted, or otherwise transmitted by you or on your behalf through the Services.

2. IP OWNERSHIP; LICENSES & DELIVERY

- a. **Reservation of Rights.** Together with our licensors, we reserve all rights not expressly granted under the Agreement. Except for the limited rights and licenses expressly granted herein, nothing in the Agreement grants, by implication, waiver, estoppel, or otherwise, to you or any third party any intellectual property rights or other right, title, or interest in or to our Property. You acknowledge that, as between the parties, all intellectual property rights in our Property are owned by us, our Affiliates, or third-party providers. You will not remove or conceal any property rights notices in the Services and will include such notices on any copy you are permitted to make.
- b. **Services License.** Except with respect to any installed software, which is licensed under Section 2(d) below, or Professional Services, subject to the terms and conditions of the Agreement, we hereby grant you a non-exclusive, non-sublicensable, non-transferable right to access, view, and use our Services solely for your own internal business purposes.
- c. **Documentation License.** Subject to the terms and conditions contained in the Agreement, where Documentation is available, we hereby grant you a non-exclusive, non-sublicensable, non-transferable license to use such Documentation solely for your internal business purposes and in connection with your use of our Services.
- d. **Installed Software License.** Subject to the terms and conditions of the Agreement, to the extent you purchase a license or subscription to any of our installed software, we grant you a non-exclusive, non-sublicensable, non-transferable right to install and use such installed software only for your own internal business purposes. You may make necessary copies of such installed software solely for backup and archival purposes. Any such copy of such installed software: (i) remains our exclusive Property; (ii) is subject to the terms and conditions of the Agreement; and (iii) must include all copyright or other proprietary rights notices contained in the original. You may only use such installed software in object code format.
- e. **Limited License to Your Data.** You hereby grant us a non-exclusive license and right to use, copy, store, host, display, transmit and process Your Data solely as necessary for Thomson Reuters, our employees and contractors to provide our Services under the Agreement and in accordance with applicable law. We may delete or disable Your Data if required under applicable law, in which case we will use our reasonable efforts to provide notice to you. We acknowledge that, as between the parties, all intellectual property rights in Your Data are owned by you or your licensors.
- f. **Delivery.** We will deliver our Services and any Documentation electronically, on tangible media, or by other means, in our sole discretion. When you download or access our Services or Documentation, you are accepting it for use in accordance with the Agreement.

g. **Ordering Document.** Your Ordering Document identifies the Services, quantities, charges and other details of your order. The applicable Ordering Document may also refer to and incorporate documents which may apply to the Services you selected. Each Ordering Document, any applicable incorporated documents and these Terms constitute the complete agreement and supersede any prior or contemporaneous discussions, agreements, representations or warranties regarding your order. If you are permitted to provide an Affiliate with access to any part of the Services, you will ensure that such Affiliate complies with all provisions of the Agreement applicable to you.

h. **Use of Name.** Other than as necessarily required for (i) the provision of the Services, (ii) internal account management purposes, or (iii) compliance with applicable law or regulation, neither party may use the other party's name, trademarks or any derivatives of them, without the other's prior written consent.

3. OUR SERVICES

a. **Changes to Service.** Our Services may change from time to time, but we will not change their fundamental nature unless otherwise expressly permitted herein. Certain Services include updates (bug fixes, patches, maintenance releases). We reserve the right to charge for upgrades (releases or versions that include new features or additional functionality) or any application programming interfaces ("APIs") for applicable Services. Any additional charges for selected upgrades or APIs will be set forth in a separate Ordering Document. We may subject certain features or functionality to metering or other usage restrictions to maintain responsive performance.

b. **Passwords.** Your access to certain Services is password protected. You are responsible for ensuring that passwords are kept confidential. Sharing passwords is strictly prohibited. Each user must immediately change their username/password combinations that have been acquired by or disclosed to an unauthorized third party. Each of us shall maintain industry standard computing environments to ensure that both your and our property is secure and inaccessible to unauthorized persons.

c. **Unauthorized Technology.** Unless prior written authorization is given by Thomson Reuters, you must not (i) run or install any computer software or hardware on our Services or network; (ii) mine, scrape, index, or automatically download our data; or (iii) automatically connect (whether through APIs or otherwise) our data to other data, software, services or networks. Neither of us will knowingly introduce any malicious software or technologies into any products, services or networks.

d. **Third Party Providers.** Our Services may include data and software from third parties. Some third-party providers require Thomson Reuters to pass additional terms through to you. The third-party providers change their terms occasionally and new third-party providers are added from time to time. To see the current third-party additional terms for our Services please click on the following URL: www.thomsonreuters.com/thirdpartyterms. You agree to comply with all applicable third-party terms therein.

e. **Third Party Supplemental Software.** You may be required to license third-party software to operate some of our Services. Additional terms may apply to such third-party software.

f. **Use Restrictions.** You shall not use our Property or permit a third party to use our Property for any purposes beyond the scope of the access granted herein. Unless otherwise expressly permitted in the Agreement, you may not and you may not permit a third party to: (i)

sell, license, sublicense, distribute, publish, display, store, copy, modify, merge, decompile, decode or disassemble, reverse engineer, remove any proprietary notices, translate or transfer our Property in whole or in part, or as a component of any other product, service or material; (ii) use or provide our Property on a white-labeled/re-branded basis, or otherwise, for the benefit of any third party (other than to the extent third parties are expressly permitted to receive our Property under the Agreement) (iii) use our Property or our third-party providers' property to train any artificial intelligence (AI) or machine learning algorithms or software or create any derivative works, compilations or collective works or in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of any person, or that violates any applicable law; or (iv) allow any third parties to access, use or benefit from our Property in any way. Notwithstanding the foregoing, you may (a) download and print limited extracts of content from our Services solely for your own internal business purposes and (b) on an infrequent, irregular and ad hoc basis, distribute limited extracts of content from our Services; provided that, in either case, (1) such extracts do not reach such quantity as to have commercial value and you do not use such extracts as a substitute for any Services and (2) Thomson Reuters and any third-party content provider, if applicable, is cited and credited as the source. Exercising legal rights that cannot be limited by agreement is not precluded. Only if you are in the business of providing audit, tax, or accounting services, or legal advice to your clients, this Section 3(f) does not preclude you from using our Services to benefit your clients in the ordinary course of your business in accordance with the Agreement. Except as expressly set forth in the Agreement we retain all rights and you are granted no rights in or to our Property.

g. **Security.** Each of us will use and will require any subcontractors to use industry standard organizational, administrative, physical and technical safeguards to protect the other's data. The parties agree that the specific technical and organizational measures located here tr.com/trdsa ("Data Security Addendum") apply and are hereby incorporated into the Agreement by reference. Additionally, you will notify us if you become aware of any unauthorized third-party access to our data or systems and will use reasonable efforts to remedy identified security threats and vulnerabilities to your systems.

h. **Compliance.** Each of us shall at all times comply with applicable law, including export controls and economic sanctions that apply to us in connection with the Agreement. You will not obtain, retain, use, or provide access to the Services to an Affiliate or any third party in a manner that may breach any applicable export control or economic sanctions laws and regulations for any jurisdiction, including the United States of America, the United Kingdom and the European Union and its Member States. You warrant that neither you, nor any Affiliate to which you provide access to the Services, is or is affiliated with a specially designated or sanctioned entity under any of those laws and that, in any transaction relating to us, you will not involve sanctioned parties, including without limitation through the use of bank accounts at banks that are sanctioned parties.

i. **Your Responsibilities.** You are responsible for (i) proper use of our Property in accordance with all Documentation, usage instructions and operating specifications; (ii) adherence to the minimum recommended technical requirements; (iii) changes you make to our Services or data; (iv) your combination of our Property with any other products, services, data or other property; (v) implementing and maintaining proper and adequate virus or malware protection and proper and adequate backup and recovery systems; and (vi) installing updates.

4. CHARGES

a. **Payment and Taxes.** You must pay our charges that are not the subject of a good faith dispute within 30 days of the date of invoice in the currency stated on the applicable Ordering Document without set-off, counterclaim or deduction. We reserve the right to charge a late fee of \$25 for each invoice not paid by the due date. A Thomson Reuters Affiliate may act as a billing and collection agent for the Thomson Reuters entity listed on the applicable Ordering Document. For online purchases, you authorize us to charge you for charges stated in the applicable Ordering Document via credit card, debit card, or Automated Clearing House ("ACH") or any other method you have agreed to in advance. If you are a non-government subscriber and you fail to pay your invoiced charges, you are responsible for collection costs including legal fees. You must also pay applicable taxes and duties, other than taxes on our income, in addition to the price quoted, unless you provide valid proof that you are exempt. Invoice disputes must be notified within 15 days of the date of the invoice.

b. **Changes.** We may increase, or adjust the basis for calculating, the charges for our Services with effect from the start of each renewal term by giving you at least 60 days written notice; any other price changes or adjustments will be as set out in your Ordering Document.

c. **Excess Use.** You must pay additional charges if you exceed the scope of use specified in the applicable Ordering Document, based on the rates specified on the applicable Ordering Document or our current standard pricing, whichever is greater. We may change the charges if you merge with, acquire or are acquired by another entity which results in additional access to our Services or data.

5. PRIVACY

The parties agree that the terms of the Data Processing Addendum ("DPA") available at: <http://tr.com/data-processing-addendum> shall apply to the extent Thomson Reuters Processes Customer Personal Data (as those terms are defined in the DPA), in which case the DPA is hereby incorporated into the Agreement by this reference. For clarity, where each of us Process any Personal Data as separate and independent Controllers (as those terms are defined in the DPA), each party will comply with, and be independently liable under, all applicable laws that apply to it.

6. CONFIDENTIALITY

Each party agrees to (i) protect any Confidential Information received from the other party using the same standard of care it uses to protect its own Confidential Information (which shall be no less than a reasonable degree of care) and (ii) not disclose any part of it to any third party except to its Affiliates, contractors, financial advisors, accountants and attorneys who are subject to legal privilege or confidentiality duties or obligations to the recipient that are no less restrictive than the terms and conditions of the Agreement. If a court or government agency orders either of us to disclose the Confidential Information of the other, the other will be promptly notified so that an appropriate protective order or other remedy can be obtained unless the court or government agency prohibits prior notification. These obligations of confidentiality do not apply to information which: (a) is or becomes generally available to the public (through no act or omission of the receiving party); (b) becomes known to the receiving party on a non-confidential basis through a third party who is not subject to an obligation of confidentiality with respect to that information; (c) was lawfully in the possession of the receiving party prior to such disclosure as established by documentary evidence; or (d) is independently developed by the receiving party, as

established by documentary evidence, without reference to or use of, in whole or in part, any of the disclosing party's Confidential Information. This section shall survive three (3) years after the termination of the Agreement or until the Confidential Information is no longer deemed confidential under applicable law, whichever occurs first. In the event of any breach of the confidentiality provisions of this Section 6, the non-breaching party may be irreparably and immediately harmed and might not be made whole by monetary damages. The non-breaching party may be entitled to seek equitable relief by way of injunction, specific performance or similar remedy in addition to any other remedies that may be available to it from a court of competent jurisdiction to prevent or restrain breaches of this Section.

7. WARRANTIES AND DISCLAIMERS

a. **LIMITED WARRANTY.** EXCEPT WITH RESPECT TO INSTALLED SOFTWARE OR PROFESSIONAL SERVICES, WE WARRANT THAT PROPERLY LICENSED SERVICES WILL MATERIALLY CONFORM TO ANY DOCUMENTATION THAT ACCOMPANIES THE SERVICES. THIS LIMITED WARRANTY APPLIES FOR THE DURATION OF THE TERM. YOUR ONLY REMEDY IN THE EVENT WE BREACH THIS LIMITED WARRANTY SHALL BE THE REPAIR OR REPLACEMENT OF THE SERVICES AT NO CHARGE. THIS LIMITED WARRANTY DOES NOT COVER PROBLEMS CAUSED BY YOUR FAILURE TO ADHERE TO INSTRUCTIONS OR CAUSED BY EVENTS BEYOND OUR REASONABLE CONTROL.

b. **INSTALLED SOFTWARE.** WE WARRANT THAT OUR INSTALLED SOFTWARE WILL MATERIALLY CONFORM TO OUR DOCUMENTATION FOR 90 DAYS AFTER DELIVERY. IF DURING THIS WARRANTY PERIOD WE ARE UNABLE TO CORRECT, WITHIN A REASONABLE TIME PERIOD AND MANNER, AN INSTALLED SOFTWARE ERROR YOU REPORT TO US, YOU MAY TERMINATE THE APPLICABLE ORDERING DOCUMENT FOR THE AFFECTED INSTALLED SOFTWARE BY PROMPT WRITTEN NOTICE TO US FOLLOWING THE REASONABLE TIME PERIOD AND THE LICENSES WILL IMMEDIATELY TERMINATE. YOUR ONLY REMEDY AND OUR ENTIRE LIABILITY FOR BREACH OF THIS WARRANTY WILL BE A REFUND OF THE APPLICABLE CHARGES.

c. **PROFESSIONAL SERVICES.** WE WARRANT THAT WE WILL PROVIDE ANY PROFESSIONAL SERVICES USING REASONABLE SKILL AND CARE.

d. **DISCLAIMER OF WARRANTIES.** THE FOREGOING WARRANTIES DO NOT APPLY, AND WE STRICTLY DISCLAIM ALL WARRANTIES, WITH RESPECT TO ANY THIRD-PARTY DATA OR THIRD-PARTY SOFTWARE. EXCEPT FOR THE LIMITED WARRANTIES PROVIDED IN SECTIONS 7(A), (B), and (C) HEREIN, OUR SERVICES ARE PROVIDED "AS IS", AND ALL WARRANTIES, CONDITIONS AND OTHER TERMS IMPLIED BY STATUTE OR COMMON LAW INCLUDING, WITHOUT LIMITATION, WARRANTIES OR OTHER TERMS AS TO SUITABILITY, MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. IN ENTERING THE AGREEMENT, NEITHER PARTY HAS RELIED UPON ANY STATEMENT, REPRESENTATION, WARRANTY OR AGREEMENT OF THE OTHER PARTY EXCEPT FOR THOSE EXPRESSLY CONTAINED IN THE AGREEMENT. UNLESS OTHERWISE EXPRESSLY STATED IN THE AGREEMENT, AND TO THE FULLEST EXTENT PERMISSIBLE UNDER APPLICABLE LAW, WE DO NOT WARRANT OR REPRESENT OR INCLUDE ANY OTHER TERM THAT THE SERVICES WILL BE DELIVERED FREE OF ANY INACCURACIES, INTERRUPTIONS, DELAYS, OMISSIONS OR ERRORS, OR THAT ANY OF THESE WILL BE CORRECTED, AND WE WILL NOT BE LIABLE FOR ANY DAMAGES RESULTING FROM SUCH FAULTS. WE DO NOT WARRANT THE LIFE OF ANY URL OR THIRD-PARTY WEB SERVICE.

e. NO ADVICE. WE ARE NOT PROVIDING FINANCIAL, TAX AND ACCOUNTING, LEGAL, COMPLIANCE OR ANY OTHER PROFESSIONAL ADVICE BY ALLOWING YOU TO ACCESS AND USE OUR SERVICES, DOCUMENTATION OR DATA. SOME INFORMATION MAY CONTAIN THE OPINIONS OF THIRD PARTIES, AND THOMSON REUTERS IS NOT RESPONSIBLE FOR THESE OPINIONS. YOUR DECISIONS MADE IN RELIANCE ON THE SERVICES, DOCUMENTATION OR YOUR INTERPRETATIONS OF OUR DATA ARE YOUR OWN FOR WHICH YOU HAVE FULL RESPONSIBILITY. WE ARE NOT RESPONSIBLE FOR ANY DAMAGES RESULTING FROM ANY DECISIONS BY YOU OR ANYONE ACCESSING THE SERVICES THROUGH YOU MADE IN RELIANCE ON THE SERVICES, INCLUDING FINANCIAL, TAX AND ACCOUNTING, LEGAL, COMPLIANCE, OR ANY OTHER PROFESSIONAL ADVICE. YOU AGREE THAT YOU USE THE SERVICES AT YOUR OWN RISK IN THESE RESPECTS. YOU ARE SOLELY RESPONSIBLE FOR THE PREPARATION, CONTENT, ACCURACY AND REVIEW OF ANY DOCUMENTS, DATA, OR OUTPUT PREPARED OR RESULTING FROM THE USE OF ANY SERVICES AND FOR ANY DECISIONS MADE OR ACTIONS TAKEN BASED ON THE DATA CONTAINED IN OR GENERATED BY THE SERVICES.

8. LIABILITY

a. **LIMITATION.** EACH PARTY'S OR ANY OF ITS THIRD PARTY PROVIDERS' ENTIRE LIABILITY IN ANY CALENDAR YEAR FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE AGREEMENT, INCLUDING FOR NEGLIGENCE, WILL NOT EXCEED THE AMOUNT PAYABLE IN THE PRIOR 12 MONTHS FOR THE SERVICE THAT IS THE SUBJECT OF THE CLAIM FOR DAMAGES (OR, IF THE CLAIM IS MADE WITHIN THE FIRST 12 MONTHS, 12 TIMES THE AVERAGE OF THE MONTHLY CHARGES PAID).

b. **EXCLUSIONS.** IN NO EVENT SHALL WE OR OUR THIRD-PARTY PROVIDERS BE LIABLE FOR ANY PENALTIES, INTEREST, TAXES OR OTHER AMOUNTS IMPOSED BY ANY GOVERNMENTAL OR REGULATORY AUTHORITY. NEITHER PARTY IS LIABLE TO THE OTHER FOR INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES, FOR LOSS OF DATA, OR LOSS OF PROFITS (IN EITHER CASE, WHETHER DIRECT OR INDIRECT) EVEN IF SUCH DAMAGES OR LOSSES COULD HAVE BEEN FORESEEN OR PREVENTED.

c. **Unlimited Liability.** Section 8(a) does not limit either party's liability for (i) fraud, fraudulent misrepresentation, willful misconduct, or conduct that demonstrates reckless disregard for the rights of others; (ii) negligence causing death or personal injury; (iii) its infringement of the other party's intellectual property rights; (iv) our indemnification obligations in Section 8(d); (v) your indemnification obligations in Section 8(e); or (vi) your obligation to pay the charges on the applicable Ordering Document and all amounts for use of the Services that exceed the usage permissions and restrictions granted to you. Nothing in the Agreement limits liability that cannot be limited under law.

d. **Third Party Intellectual Property.** If a third party sues you claiming that our Services, excluding any portions of the same provided by our third-party providers, infringes their intellectual property rights, and your use of such Services has been in accordance with the terms of the Agreement, we will defend you against the claim and pay damages that a court finally awards against you or that are

included in a settlement approved by Thomson Reuters, provided the claim does not result from: (i) a combination of all or part of our Services with technology, products, services or data not supplied by Thomson Reuters; (ii) modification of all or part of our Services other than by Thomson Reuters or our subcontractors; (iii) use of a version of our Services after we have notified you of a requirement to use a subsequent version; or (iv) your breach of the Agreement. Our obligation in this Section 8(d) is conditioned on you (1) promptly notifying Thomson Reuters in writing of the claim; (2) supplying information we reasonably request; and (3) allowing Thomson Reuters to control the defense and settlement. We may remedy any alleged or anticipated infringement of a third-party intellectual property right by (a) procuring the right for you to continue using the Service in accordance with this Agreement; (b) replacing the affected Property with replacements that do not alter the fundamental nature of the relevant Service; or (c) taking any of the actions in 9(b).

e. **Your Obligations.** You are responsible for any loss, damage or cost we and our Affiliates incur arising out of or in connection with a third-party claim, or a regulatory fine or penalty, connected to: (i) an allegation that our or our Affiliates' use of the information, data, software, or other materials provided to us by you or on your behalf, which we are required to host, use or modify in the provision of our Services infringes the intellectual property rights of a third party (except to the extent of any indemnity we provide you under Section 8(d) (Third Party Intellectual Property)); (ii) your or your subcontractors' use of our Property in breach of the Agreement or in violation of applicable law; (iii) our or our Affiliates' compliance with any instruction given by you to us in the course of the provision of our Services; or (iv) an assertion by any person accessing or receiving the benefit of any part of our Services through you.

f. **Customer Assistance.** We will not be responsible if our Service fails to perform because of your third-party software, your hardware malfunction, or your actions or inaction. If we learn that our Service failed because of one of these, we also reserve the right to charge you for our work in investigating the failure. At your request we will assist you in resolving the failure at a fee to be agreed upon by us.

9. TERM, TERMINATION

a. **Term.** The term and any renewal terms for the Services are described in the applicable Ordering Document. If not otherwise stated in the applicable Ordering Document, the Agreement will automatically renew annually unless either of us gives the other at least 30 days written notice before the end of the then current term.

b. **Suspension and Termination.** We may on notice terminate, suspend or limit your use of any portion or all of our Services, or modify the terms on which it is provided, if (i) requested to do so by a third-party provider, court or regulator; (ii) you become or are reasonably likely to become insolvent; (iii) there has been or it is reasonably likely that there will be: (1) a breach of security; a breach of your obligations under the Agreement or another agreement between us; (2) a breach of our agreement with a third-party provider; (3) a violation of third party rights or (4) applicable law. Our notice will specify the cause of the termination, suspension or limitation and, if the cause of the termination, suspension or limitation is reasonably capable of being remedied, we will inform you of the actions you must take to reinstate the Service. If you do not take the actions or the cause cannot be remedied within 30 days, we may suspend, limit or terminate the Agreement in whole or in part. Charges remain payable in full during periods of suspension or limitation arising from your action or inaction. We may, upon reasonable notice, terminate all or part of the Agreement in relation to a Service which is being discontinued.

c. **Material Breach.** Either of us may terminate the Agreement immediately upon written notice if the other commits a material breach and fails to cure the material breach within 30 days of written notice. Any misrepresentation by you or failure to fully pay any amount when due under the Agreement is a material breach for this purpose. Where (i) we terminate a Service, other than for a termination for your breach pursuant to this Section 9(c) or a termination for your insolvency pursuant to Section 9(b), or (ii) you terminate a Service for our breach pursuant to this Section 9(c), you will be entitled to a pro rata refund of any recurring charges paid in advance for the terminated Service that has not been rendered.

d. **Effect of Termination.** Except to the extent we have agreed otherwise, upon expiration or termination of the Agreement, all licenses and rights granted herein shall end immediately and you must uninstall or destroy all of our Property. Additionally, upon expiration or termination, at your request, we will, at our discretion, either return or destroy your Confidential Information, except as may be required for archival or compliance purposes. Termination of the Agreement will not (i) relieve you of your obligation to pay Thomson Reuters or its agent any amounts you owe up to and including the date of termination; (ii) affect other accrued rights and obligations; or (iii) terminate those parts of the Agreement that by their nature should continue or those that expressly state shall survive termination.

e. **Amendments.** We may modify these Terms at any time by providing notice to you by posting the updated Terms at <http://tr.com/TermsandConditions>, providing notice to you through your TR account (i.e., My Account), sending you a renewal notice communication, or using other similar means. Modified terms become effective 30 days after such notice. By using the Services after the effective date, you agree to be bound by the most recent version of the Terms. You are responsible for reviewing and becoming familiar with any such modifications.

f. **Force Majeure.** We are not liable for any damages or failure to perform our obligations under the Agreement because of circumstances beyond our reasonable control. If those circumstances cause material deficiencies in the Services and continue for more than 30 days, either of us may terminate any affected Service on written notice to the other.

10. THIRD PARTY RIGHTS

Our third-party providers benefit from our rights and remedies under the Agreement. Except for our third-party providers, no other third parties have any rights or remedies under the Agreement.

11. GENERAL

a. **Assignment.** Unless otherwise provided in this Section, neither party may assign or transfer (by operation of law or otherwise) any right or obligation under the Agreement to anyone else without the other party's prior written consent, which may not be unreasonably withheld or delayed. We may delegate or transfer any obligation set forth in the Agreement, assign the Agreement, or assign any rights or remedies granted in the Agreement in whole or in part (i) to an Affiliate; (ii) in connection with our or our Affiliate's sale of a division, product or service; or (iii) in connection with a reorganization, merger, acquisition, divestiture or similar business transaction. We may subcontract any of the Services in our sole discretion. Any assignment, delegation or other transfer in contravention of this Section 11(a) is void.

b. **Feedback.** You may voluntarily provide any comments, suggestions, ideas or recommendations (collectively, "Feedback") to

Thomson Reuters, and if so, you grant Thomson Reuters a perpetual, irrevocable, transferable, non-exclusive right, without charge, to use any Feedback you provide related to any of our Property in any manner and for any purpose.

c. **Agreement Compliance.** We or our professional representatives may review your compliance with the Agreement throughout the term of the Agreement. If the review reveals that you have exceeded the authorized use permitted by the Agreement, you will pay all unpaid or underpaid charges.

d. **Governing Law.** Unless otherwise stated in the applicable Ordering Document, the Agreement will be governed by the laws of the State of New York and each of us hereby irrevocably submits to the exclusive jurisdiction of the federal and state courts of the State of New York located in New York County to settle all disputes or claims arising out of or in connection with the Agreement.

e. **Precedence.** If there is any conflict among any elements of the Agreement, the descending order of precedence is: third party license terms contained in Section 3(e) of these Terms; the applicable Ordering Document; and the remaining provisions of the Agreement.

f. **Trials.** All trials or testing of our Services are subject to these Terms unless we notify you otherwise. Access to our Services for trials may only be used for your evaluation purposes. Unless we agree otherwise in writing, any data you enter into the Services, and any customizations made to the Services by or for you, during any free trial may be permanently destroyed at the end of the trial.

g. **Support Provided.** To assist in resolving technical problems with the Services, Thomson Reuters, or its agents on behalf of Thomson Reuters, may provide telephone and/or online access to its helpdesk or may provide self-help tools. Additional information related to the support provided by Thomson Reuters may be described on <http://thomsonreuters.com/support-and-training> or as otherwise provided by Thomson Reuters. You may request us to assist with any of the following: (a) issues caused by you or third party information or materials; (b) any Services, or any versions of Services, that we have advised you are unsupported; (c) issues caused by your failure to follow our instructions or specifications; (d) Services not located in or conforming to the operating environment specified in the Agreement; (e) issues caused by accidents, modifications, support, relocation or misuse of the Service not attributable to us; or (f) your networking or operating environment. Additional Charges in respect of such assistance may apply.

h. **No Waiver.** If either party delays or fails to exercise any right or remedy under the Agreement, it will not have waived that right or remedy.

i. **Severability.** If any part of the Agreement that is not fundamental is illegal or unenforceable, it will be deemed modified to the minimum extent necessary to make it legal and enforceable. If such modification is not possible, the part will be deemed deleted. Any such modification or deletion will not affect the validity and enforceability of the remainder of the Agreement.

j. **Consent to Electronic Communications.** You hereby consent to receiving electronic communications from us. These electronic communications may include notices about applicable fees and charges, transactional information, and other information concerning or related to the Services.

k. **Notices.** All notices under the Agreement must be in writing and sent by email (except for notices of breach of the Agreement which may not be sent by email) or mail, courier, fax or delivered in person

at the address set out on the relevant Ordering Document between the parties (or such other more recent address notified to the other). However, we may give technical or operational notices or notices of third-party provider terms via publication on the URL in Section 3(e) or within the Services themselves.

1. Entire Agreement and Non-Reliance. The Agreement contains the entire understanding between us regarding its subject matter and supersedes all prior agreements, understandings, negotiations, proposals and other representations, verbal or written, in each case relating to such subject matter, including without limitation any terms and conditions appearing on a purchase order or other form(s) used by you. Each of us acknowledges that in entering into the Agreement neither of us have relied on any representations made by the other that are not expressed in the Agreement.

EXHIBIT E



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* CERTIFIED CIVIL TRIAL ADVOCATE
NATIONAL BOARD OF TRIAL ADVOCACY

April 8, 2024

Thomson Reuters
610 Opperman Drive
Eagan, MN 55123-1396

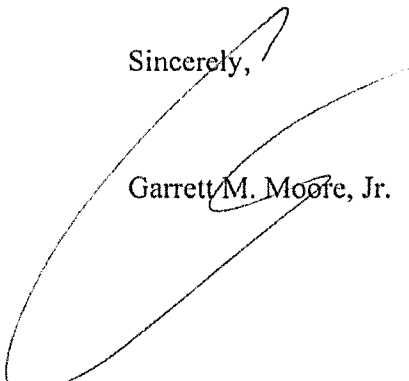
Dear Sir/Madam,

In follow up to our March 4, 2024, correspondence your company continues to be in material breach of contract as to the website. We seek immediate termination of the contract in relation to the website and the applicable pro rata refund.

Since March 23, 2023, we have sent over 28 emails, several video calls, and the above referenced correspondence. Yet, the company has failed to fulfill its contractual terms. Additionally, on February 23, 2024, we requested the website to go live so we could make the necessary changes ourselves, but your company failed to do that. This failure by you has had a significant and irrevocable business impact on our firm.

After the substantial delays, nonresponse, and just overall lack of assistance we were forced to send the March 4, 2024, correspondence. To which your company did not even attempt to respond. Pursuant to Section 9(c) of the contract your company had thirty days from March 4th to cure and it has failed to do so. In fact, inexplicably, your company did not even attempt to cure the deficits. As such please respond with an acknowledgment that the contract is now terminated. In anticipation of your company's continuous non-responsiveness please note failure to respond within seven (7) days will also be taken as acknowledgment and acquiescence to the termination of the website contract.

Sincerely,



Garrett M. Moore, Jr.

GMMJR/ar

EXHIBIT F

FindLaw Product Specific Terms (1-9 apply to ALL FindLaw products.)

1. APPLICABILITY

- 1.1 These FindLaw product specific terms (“Product Specific Terms”) apply when you purchase a license to use or access a FindLaw product as set out in the applicable Order Form. “You”, “your” and “Customer” mean the client, customer or subscriber identified as such in the order form and “we”, “our” and “Thomson Reuters” mean the Thomson Reuters entity identified in the order form and, where applicable, its affiliates.
- 1.2 If there is a conflict between these Product Specific Terms and any other document forming the Agreement, the order of precedence is as follows: order form, these Product Specific Terms, annexes, schedules and general or master terms and conditions.

2. FindLaw SERVICES

- 2.1 **Scope of Services.** We will provide you the Services identified on an order form. “Services” means lawyer marketing services, which may include website development and hosting, search engine optimization, video production and hosting, e-mail services, online advertising (including paid advertising, directory advertising placements and lead generation), offline advertising, consulting or advisory services, and attorney recognition products. We reserve the right to edit, suspend, or refuse to publish any Service or Work (as defined in Section 2) that we believe would violate a third party’s rights or expose us to liability.
- 2.2 **Disallowed Content.** We may refuse, modify, or remove from any Service content we deem to violate applicable law, our legal rights, or the rights of a third party. We may terminate the Service if we determine other remedies are ineffective.
- 2.3 **Limited Inventory Services:** Certain Services are subject to inventory limitations put in place at our discretion. If a Service is unavailable when an order form is processed, we may sever the unavailable Service and accept the order form for available Services.
- 2.4 **Staffing and Third-Party Services.** We may engage third parties to provide or fulfill the Services. You authorize us to engage third parties as necessary to provide you the Services, provided that we will be responsible for the performance of such third parties.

3. OWNERSHIP

Subject to your fulfillment of all payment obligations under this Agreement, we assign you all right, title, and interest we have in any work specifically created for you under the Agreement (the “Work”), except that: (a) any third-party data or intellectual property used to create the Work is specifically excluded, (e.g. stock imagery, call tracking telephone numbers, online chat functionality, etc.); (b) we may use and distribute the Work as part of our portfolio and for promotional purposes in perpetuity; (c) we will own all rights to concepts, ideas, designs, and other materials which have been presented to you but are not included in the Work; (d) we will own and retain all rights, including our intellectual property rights, to any technology, inventions, algorithms, processes, data, software, architecture, source files, source code, and other underlying elements used in the creation or hosting of any Work or Services (collectively, the “Underlying Technology”). We grant you a non-exclusive, royalty-free, worldwide, perpetual license to use our Underlying Technology to the extent it is incorporated into the Work or Services.

4. THIRD PARTY SITES

As part of the Services, we may submit your business profile information (firm and attorney names, and contact information) and certain Works for publication on third-party sites, such as directories or social media pages. Those sites may allow others to comment about your firm or its attorneys or re-post and share your information or Work. You give us permission to use such third-party services on your behalf, and you acknowledge that your use of the platform may be governed by that third-party’s terms of use. You agree to grant us administrative access to your social media sites. We will not modify your social media sites for purposes other than providing the Services. As between you and us, you own your social media account and are solely responsible for all content posted on or to the site. We will have no obligation to remove posted content (and you acknowledge that removal may be impossible). You are responsible for complying with all laws, rules and regulations governing the use of social media sites. You understand that we do not control those sites and will not be responsible for removing or editing the Work or any comments after publication. While the ability for users to post comments or reviews is a widely accepted feature of the Internet, you may wish to review your state’s professional conduct rules relating to lawyer advertising and the use of endorsements or testimonials prior to participating.

5. CONTENT AND DESIGN APPROVAL

Various features include content and/or design elements subject to your review and approval. Except for content created by us for social promotion, we will provide you a reasonable opportunity to review content and design elements and request desired changes within product specifications. To avoid delayed fulfillment of the Services, we may proceed with publication if you fail to provide timely approval, or request revisions. You pre-approve the creation and publication of FindLaw-written content that will be promoted on your website or your social media sites. Content that is published on your website can be edited or removed after publication, but content that has been promoted elsewhere cannot be edited or removed. By submitting videos to us for distribution, you represent and warrant that you have permission to use the videos.



6. INDEMNIFICATION

Your Indemnification Obligations. In addition to any other indemnification obligations, including in the Thomson Reuters General Terms and Conditions, you agree to indemnify and hold us harmless from and against any third-party actions, causes of action, liability, damages, costs, and expenses, including attorney's fees (collectively, "Losses"), arising out of a claim(s) that: (a) content or materials you provided to us for use in the creation or publication of a Work, or the delivery of the Services, infringes on a third party's intellectual property rights; (b) the Work or Services you approved includes content that is false, offensive, deceptive, or defamatory, or may otherwise cause harm to us or a third party; (c) content or materials you provided to us contained bugs, viruses, or malicious code; (d) your use of the Services failed to comply with applicable laws, rules, or regulations regarding attorney conduct, advertising or data privacy; or (e) you failed to comply with applicable third-party terms of service

7. NO PERFORMANCE GUARANTEE

FindLaw will conform the services to the specifications on this Order Form. However, no guarantee is made as to performance in terms of website traffic, prospective client contacts, return on investment, or other metrics, as performance can be affected by several factors outside of FindLaw's control. Certain activities taken by you or a third-party may negatively affect the performance of the services. Such activities include: hosting a website(s) outside of FindLaw; managing a pay-per-click (PPC) campaign(s) outside of FindLaw; using third-party SEO/SEM products or services; and any past or current activities that do not meet SEO best practices and/or result in search engine penalties.

8. ADDITIONAL TERMINATION CIRCUMSTANCES FOR SOLO PRACTITIONERS.

In addition to the termination circumstances outlined in the Order Form or the General Terms and Conditions, this Agreement may also be terminated under the following conditions:

- 8.1 **Retirement:** You may terminate the Order Form upon 30 days prior written notice to us any time after the initial 12 months of the Minimum Term or Renewal Term (as applicable) if you retire from the practice of law and there is no successor to your law practice.
- 8.2 **Military Service:** You may terminate the Order Form upon 30 days prior written notice to us if you are called into active military service and are unable to practice law. This right to terminate applies anytime during the Minimum Term or the Renewal Term.
- 8.3 **Death.** This Order Form will terminate immediately in the event of your death. For the avoidance of doubt, and subject to the requirements of applicable law, the parties understand and agree that your heirs and estate shall not be held responsible for any of your outstanding financial obligations under this Order Form.
- 8.4 **Medical.** If you have serious medical condition which prevents you from practicing law and there is no successor to your law practice, you may terminate the Order Form effective on the date of your choosing but no sooner than 30 days from the date you provide written notice to us. This medical condition is an illness, injury, impairment, or physical or mental condition that involves continuing treatment by a health care provider and/or inpatient care in a medical facility or hospice care. This right to terminate may be exercised at any time during the Minimum Term or the Renewal Term.
- 8.5 **Entering Public Office or the Judiciary.** If you have been elected or appointed to a full time public or judicial office and will no longer practice law, you may terminate the Order Form effective on the date of your choosing but no sooner than 30 days from the date you provide written notice to us. This right to terminate may be exercised at any time during the Minimum Term or the Renewal Term.

9. NOTICES

Except as otherwise set forth in the Agreement, notices to you will be sent to the postal and/or e-mail address identified on the order form or otherwise provided by you. All notices to us must be submitted in writing to FindLaw, Attn: Account Management, 610 Opperman Drive, Eagan, MN 55123, or sent via e-mail to FL-Notice@thomsonreuters.com.

10. ADDITIONAL TERMS FOR SPECIFIC FINDLAW PRODUCTS

- 10.1 **Ask Super Lawyers - Answer Page (Online).** You grant Super Lawyers a perpetual, non-exclusive, worldwide, royalty-free right and license to publish your answers, as well as any derivatives works, in our online and/or print publications.
- 10.2 **Client Pulse Quarterly.** You are responsible for providing client contact information to us. If you do not provide us such information, we will be unable to provide the survey services. Further, if we do not receive enough names of clients to survey or survey responses, we may not be able to provide the services and/or a meaningful report.
- 10.3 **Digital Marketing Accelerator.** As part of the Digital Marketing Accelerator service, we may give you recommendations about your non-FindLaw marketing, but we are not responsible for non-FindLaw services, and we will not access or do any work on non-FindLaw websites, blogs or other marketing.
 - (a) **Digital Marketing Services.** You will have a consultant assigned to your firm who will work with you to determine your performance needs and goals. Timing and exact services may vary.
 - (b) **Review Platform.** With your approval, you will be given access to a third-party platform where you can monitor reviews and generate reports.
 - (c) **Other exposure, including pay-per-click (PPC) advertising.** Where advisable, FindLaw may use PPC funds for other exposure with Subscriber's consent.
 - (d) **FindLaw.com directory.** You will receive one FindLaw.com directory county top spot based upon your main office



location and main practice area. If top spot inventory for your specific designations is not available, it will be replaced with a FindLaw.com directory spotlight.

- 10.4 **E-Mail Services.** Charges for e-mail services are based on number of User Mailboxes designated by you on the date this Order Form is executed and will remain in effect during the Initial Term. Upon renewal, e-mail service charges will be based on the number of User Mailboxes designated by you at time of renewal.
- 10.5 **Thomson Reuters Legal Network Advertising.** Thomson Reuters Legal Network Advertising placements will appear in place of any other of Your FindLaw ad placements within the same geographic and practice areas.
- 10.6 **FindLaw Brand Advocate.**
- (a) **Content pre-approval:** You will provide us information regarding the focus of FindLaw-written blog content and pre-approve such content for publication. You also pre-approve the creation and publication of FindLaw-provided content that will be promoted on social media sites. Content that is published on your blog can be edited or removed after publication; however, content that has been promoted elsewhere cannot be edited or removed.
 - (b) **Video pre-approval:** You pre-approve the creation and publication of videos that we will promote. We will make the video script available to you and you will have 48 hours to provide feedback before production begins. Once production is complete, videos cannot be edited, and we will publish the video. Videos that are published on your social profile(s) may be removed after publication; however, videos that have been promoted or shared elsewhere cannot be edited or removed.
- 10.7 **FindLaw Foundation and Integrated Marketing Solutions.** We will develop a website for you within a commercially reasonable time following receipt of any of your provided content and materials. You will review and approve the completed website within a commercially reasonable time. You may request reasonable revisions to the website, within specifications, prior to approval.
- 10.8 **FindLaw Landing Pages.** The Landing Page design will reflect your existing firm branding and website to the extent we are able to do so. If a third-party designed your existing website, you warrant that you have rights to the design and permission to match and/or replicate the design on other web properties. We will provide Landing Page content that will reflect the topics targeted by your advertising. You pre-approve the creation and publication of any Landing Pages you purchase. You will have the opportunity to review and request revisions to the Landing Pages prior to publication. If you do not respond within the requested timeframe, we will publish the Landing Pages. Landing Pages may be edited after publication.
- 10.9 **FindLaw Landing Page Hosting.** We will create a unique subdomain for you that is a subdivision of a FindLaw-owned and controlled website. The subdomain address will be based on your firm name but may not include the entire name. Content on the subdomain home page will be limited to general content about your firm. Any landing page(s) you purchase from us will be published on the subdomain. The subdomain and any landing page(s) published on it will not be indexable by search engines and will not appear in any organic search results. Access to the subdomain and landing page(s) will be exclusively through purchased advertising channels such as FindLaw Directory listings and pay-per-click (PPC). If you cancel your subdomain subscription according to the terms of your Agreement, the subdomain and any landing page(s) hosted on it will no longer be online or accessible to any internet users.
- 10.10 **FindLaw Legal Leader**
- (a) Find Law Legal Leader includes: a) a multi-page white paper on a topic you select and approve, including formatting, images, headings and other design elements as appropriate (“White Paper”); b) creation of content pieces (“Campaign Content”) to promote the White Paper.; c) distribution and promotion of the White Paper, which may include promotion on social media, online advertising, exposure on FindLaw.com and other tactics to drive visibility, at our sole discretion.; and d) together we will collaborate on the White Paper, which will be promoted as your work product. You acknowledge that your involvement is necessary for the creation of the White Paper and agree to provide us necessary feedback and approvals within the requested timeframes. you may provide materials, such as logos, photos, or other content for possible use in the White Paper and Campaign Content.
 - (b) You will own the White Paper and all Campaign Content created by us as part of the Legal Leader service, except for any FindLaw-provided stock images. During the term of the Agreement, you grant to us a non-exclusive, worldwide, fully paid-up, royalty free right and license to use, publish and distribute the White Paper and Campaign Content in whole or in part as part of the Legal Leader service. You may not use stock photos included in the White Paper or Campaign Content in any other medium.
- 10.11 **FindLaw PPC Advertising.**
- (a) The total Monthly Charge for FindLaw PPC Advertising includes both the amount spent directly on PPC advertisements (“Advertising Costs”) and a fee for our management of your PPC advertising (“Advertising Management Fee”).
 - (b) Notwithstanding anything to the contrary contained in the Thomson Reuters General Terms and Conditions or the ordering document, FindLaw PPC Advertising campaigns will automatically renew on a month-to-month basis following the initial term. Either party may terminate the PPC Advertising campaign at any time upon 30 days written notice to the other party. Upon termination of your FindLaw PPC Advertising campaign, we will refund or credit any unused prepaid Advertising Costs. Regardless as to reason for termination, the Advertising Management Fee is non-refundable.
 - (c) You acknowledge that certain third-party advertisers require you to verify your account prior to initiating any FindLaw PPC Advertising on their site or after your PPC Advertising campaign has commenced. You agree to submit all documentation necessary to complete the verification process in a timely manner. You also acknowledge and agree that your failure to submit the documentation may result in suspension or termination of your FindLaw PPC Advertising campaign.
 - (d) We may terminate or suspend PPC Advertising services if you fail to pay applicable charges when due or if you



do not have a live website or web property. If you purchase any landing pages, you pre-approve the creation and publication of the PPC Landing Page. You will have the opportunity to review and request revisions to the PPC Landing Page prior to publication. If you do not respond within the requested timeframe, we will publish the PPC Landing Page. The PPC Landing Page may be edited after publication.

- 10.12 **FindLaw Video Distribution Network.** Each unit of FindLaw Video Distribution Network includes distribution of up to 10 minutes of video. The maximum number of videos that you may provide us is 10 (for a total length of no more than 10 minutes). We will distribute videos on FindLaw-hosted web properties, FindLaw.com and SuperLawyers.com, and add a video player with the appropriate videos to relevant pages on your website. Video editing is not included. Your provided videos must meet our criteria and we reserve the right to reject your videos for distribution if they do not meet established criteria. We are not responsible for original video files supplied to us.
- 10.13 **FindLaw Video Host and Stream Additional Minutes.** FindLaw Video Host and Stream Additional Minutes includes hosting and streaming of up to 10 additional minutes of video beyond what is included with FindLaw FS Video Host and Stream. The maximum number of videos that you may provide is 10 (for a total length of no more than 10 minutes). We will add all videos to a Video Center on your website and strategically place videos on individual pages. Maximum one Video Center per website. Video editing and optimization are not included. Your provided videos must meet our criteria and we reserve the right to reject your videos for distribution if they do not meet established criteria. We are not responsible for original video file supplied to us.
- 10.14 **Premium Profile – FS.** Premium Profile includes one firm profile for each bona fide, physical office location (maximum of 20 office locations). A Profile subscription is required throughout the term of any FindLaw Directory advertising placement. Termination of the Profile subscription will result in the immediate termination of all directory advertising placements.
- 10.15 **Super Lawyers Legal Leader.**
- (a) Super Lawyer Legal Leader includes: a) a multi-page white paper on your selected and approved topic, including formatting, images, headings and other design elements as appropriate (“White Paper”); b) Creation of content pieces (“Campaign Content”) to promote the White Paper; and c) Distribution and promotion of the White Paper, which may include promotion on social media, online advertising, exposure on FindLaw.com and other tactics to drive visibility, at FindLaw's sole discretion.
 - (b) Together, we will collaborate on the White Paper, which will be promoted as your work product. You acknowledge that your involvement is necessary for the creation of the White Paper and agree to provide us necessary feedback and approvals within the requested timeframes. You may provide materials, such as logos, photos, or other content for possible use in the White Paper and Campaign Content.
 - (c) You will own the White Paper and all Campaign Content created by us as part of the Legal Leader service, except for any FindLaw-provided stock images. During the term of the Agreement, you grant to us a non-exclusive, worldwide, fully paid-up, royalty free right and license to use, publish and distribute the White Paper and Campaign Content in whole or in part as part of the Legal Leader service. You may not use stock photos included in the White Paper or Campaign Content in any other medium.
- 10.16 **Super Lawyers Premium Online Firm Profile.** Content updates requested of FindLaw Account Management will be performed within a commercially reasonable time, based on the volume and complexity of the requested updates. Ownership grants do not apply to the Super Lawyers Premium Online Firm Profile. Following the subscription term, you will have no further rights to the Super Lawyers Premium Online Firm Profile or domain.
- 10.17 **Voice Connect.** Voice Connect requires at least one FindLaw Call Tracking number, which is placed on your online FindLaw marketing channel enabling visitors to provide information about their legal situation to a FindLaw-provided call operator. Summaries of calls will be provided to you. All client inquiries provided via Voice Connect will be stored by us. VoiceConnect is an advertising service. FindLaw makes no representation or warranty as to the volume or quality of contacts resulting from calls, and Subscriber is responsible for all aspects of client intake and the attorney-client relationship.
- 10.18 **WebChat Connect.** Transcripts of chat engagements will be provided to you and will be stored by us. We make no representation that such data will be complete, accurate or a reliable basis on which to determine either the value of a prospective client's case or the prospective client's ability to pay legal fees. WebChat Connect is an advertising service. We make no representation or warranty as to the volume or quality of leads resulting from chat engagements and contact forms, and you are responsible for all aspects of client intake and the attorney-client relationship.