

news+views

DM CLOUD ON THE RISE

Numbers Tell the Story

We released our DM Cloud platform in October 2014 and we're pleased to say things are off to a fantastic start. Just 9 months after release, already more than 2,000 users at over 1,350 firms have joined DM Cloud – and these numbers are increasing each and every day. Over 1,600 new matters have been created and more than 2,600 child and spousal support Tools calculations have been generated to date! It's very exciting for us to see so many of our users embracing this new platform.

"I love the Tools Cloud feature! I have a satellite office and use the tools regularly on my iPad when out of my main office. It has become a 'can't live without it' feature."

- Brenda A. McGinty, Sole Practitioner, Windsor

If you don't yet have DM Cloud account, please click [here](#) to get started. It's easy and should take less than 5 minutes. You will need your email address and the first four digits of your customer number (found under the "Setup" button in your desktop software). For more detailed information about our DM Cloud platform, please read our last newsletter, [issue #72](#).

Oh Canada! DM Cloud Moving to Home Soil!

Microsoft recently announced they will soon be offering their cloud services from data centers in Canada. We've been eagerly awaiting this news and we're ecstatic that it's happening.

What does this mean? It means that our DM Cloud platform and all data will soon be hosted and stored on Canadian soil. This will eliminate any concerns for those of you serving public entities where legislative requirements mandate storage of information in Canada. These new data centers are expected to be up and running in Toronto



and Quebec City in Q1 2016. Once they're tested, ready and stable, we'll move DM Cloud from its current location to Canada. The migration will be handled solely by us and there will be no downtime to your service - quite honestly you won't even notice the change! We'll keep you posted about the timelines closer to the transition date. This is also good news for those of you using the Microsoft Office 365 suite because it is also coming to the Canadian data centres sometime in 2016.

DM Cloud Passes Security Test with Flying Colours

Providing a safe, secure and well-protected environment for users of the DM Cloud platform is of paramount importance to us. To ensure a high level of protection, we recently hired a 3rd party to perform an independent security and vulnerability assessment. DM Cloud went through 2 weeks of rigorous testing, poking and prodding, and we're pleased to say that it held up very well. There were no significant vulnerabilities found, and the few minor recommendations that were made have already been implemented. We would like to thank, and highly recommend Jason Thompson, owner of [Cisphere](#), who provided the service. He did an excellent job, was very thorough and explained everything to us along the way.

If you haven't done a security check on your office computers or network recently, you should! It's good practice management to make sure your system is protected against outside threats.

"I really enjoy that I can now travel to other parts of the province, knowing that my calculations on DM Cloud will be available. It's been particularly helpful during settlement conferences, allowing me to change the variables and see what happens to the parties' respective budgets."

- Sandra L. Barss, Family Law Lawyer, Halifax

NEW FEATURE ADDED TO THE NEW ONTARIO FORM 13A CERTIFICATE OF FINANCIAL DISCLOSURE

We've added the option to not automatically renumber the document when adding additional disclosure items. *To add items:* While in the 13A, click the "Configure" button on the DivorceMate toolbar to display the checklist. Select the items you wish to add and click "OK". The additional items will be added to the form without document numbers, and without changing any existing document numbers. If you want the software to renumber all disclosure items, click the "Calculate" icon on the DivorceMate toolbar.

WHAT WOULD YOU DO WITH LOTTERY MONEY?

At breakfast, the wife says to her husband, "What would you do if I won the Lotto?" "I'd take half and leave you" he says. "Great" she says. "Here's \$6. I won \$12 yesterday! Stay in touch".

MySupportCalculator.ca Redesigned

We are very excited to announce that the MySupportCalculator.ca website (MSC) has undergone a significant face-lift! The new and updated site is clean, modern, and easy to navigate. Not only does it look good, but we've also improved its functionality:

More Accessible: The new MSC website has been re-designed to work on any device including iPad and smartphones. This will increase the traffic and improve each visitor experience.

Better Search Engine: We've fine-tuned the search engine to improve accuracy and ensure that visitors in your neighbourhood are able to find you when they enter the site or use the search feature.

Improved Library: We've revamped our library to include must read articles that are relevant and helpful for those going through, or considering a separation or divorce. Feel free to direct your clients to our helpful and easy to understand articles and checklists. Not only will they appreciate the tip, but an educated client is a better client.

Enhanced Profiles: The family law professional profiles are much cleaner and now include a map. We've also included a new Style Editor Toolbar to help you improve the look and style of your profile. Bold, underline, italicize and line numbering are available to help give your profile some punch.

Free BASIC and enhanced PREMIUM listings will still be available. *For more information about our profile options, and to check out our new site, click [here](#).*

MySupportCalculator.ca Joins DivorceMate's DM CLOUD

ATTENTION all MSC users. The management of your MSC account and profile is now handled in our new DM Cloud. Whether you want to refresh your listing, add or change your picture, or upgrade to a PREMIUM profile to get to the "front of the line", it's all done in DM Cloud.

If you have a DM Cloud account, just log in and you'll see the new MSC tab. If you don't have a DM Cloud account, please see page 1 under "Numbers Tell the Story" for a link to get started. Or, you can always contact us by email at info@mysupportcalculator.ca for help.

LawPRO Shares Some Interesting Statistics

LawPRO statistics show that between 2009 and 2014, family law claims totaled just over 1,000, and cost almost \$24 million!

The majority of these claims related to domestic contracts (22%) and settlements (15.65%), with missed limitations/deadlines (12.5%) and fee disputes (10.4%) coming in next, followed by claims by parties adverse in interest (7.2%), scope of the retainer (6.4%), preservation/non dissipation of assets (3.2%), pensions (2.5%) and miscellaneous (14.5%).

The primary underlying causes of these claims came down to communication (42%), failure to know or understand the law (24%), time management (8%) and inadequate investigation (8%).



At a recent CLE program, Yvonne Bernstein (Litigation Director & Counsel, LawPRO), suggested the following risk management strategies:

- Always screen potential clients;
- Use retainer agreements, and non-engagement letters in all cases;
- Confirm instructions in writing;
- Use a tickler system and ensure that every file is diarized;
- Manage client expectations and do not become the client's alter ego;
- Avoid fee disputes;
- Assume that every domestic contract will be challenged;
- Maintain a checklist for each file and refer to the checklist particularly when drafting a contract or engaging in settlement negotiations;
- Settlements should be subject to a "cooling off period".

To read the complete paper, *Risk Proofing Your Practice*, by Yvonne Bernstein of LawPRO's, click [here](#).

In an effort to make domestic contracts more impervious to attack, Toronto lawyer and DivorceMate user, Brahm Siegel has put together a set of standard risk management procedures to follow, which he calls the "Compact". Click [here](#) to read it.

Software Updates - Past, Present & Future

January 2015: Tools One (all provinces)

We addressed the tax changes announced by the Federal Government in October 2014. Items that were affected include: Child Care Expense Deduction, Children's Fitness Tax Credit, Universal Child Care Benefits (UCCB), Child Tax Credit and The Family Tax Cut.

May 2015: Forms One (Ontario only)

See *Significant Changes to Forms One* on page 4.

July 2015:

British Columbia (Forms & Tools)

- **New BC Supreme Court Form added:** New Supreme Court Form 51.1 has been added as per Order in Council No. 333 that came into force July 1, 2015
- **New Child Fitness Equipment Tax Credit:** This is a non-refundable tax credit equal to 50% of the child fitness credit. (2015 and later taxation years)
- **Increase to BC Tax Reduction:** The non-refundable BC Tax Reduction has increased. (2015 and later taxation years)
- **BC Early Childhood Tax Benefit (BCECTB):** Effective April 1, 2015, the BC Early Childhood Tax Benefit was introduced. The maximum benefit is \$55 per month, or \$660 annually, for each child under the age of 6

Alberta

- Summary of Child Support Guideline Calculation Form added to DM Tools Cloud and updated in desktop version to include birth dates for the children

New Brunswick

- Two new tax brackets with higher rates, effective January 1, 2015: 21% for taxable income over \$150,000 and 25.75% for over \$250,000

Newfoundland

- Two new tax brackets with higher rates, effective July 1, 2015: 14.3% for taxable income over \$125,000 and 15.3% for over \$175,000
- The donations tax credit rate for donations over \$200 will automatically be at the new highest tax rate

Nova Scotia

- Dividend tax Credit for non-eligible dividends reduced from 5.87% to 3.5% of the taxable (grossed-up) dividend

Yukon

- The Yukon 2015 Budget Bill 86 made a change to the calculation of the non-eligible dividend tax credit calculation, which results in a dividend tax credit rate for 2015 of 3.17% of the grossed-up (taxable) dividend, or 3.7406% of the actual dividend

All provinces

- Update discount rates for Net Present Value calculations (lump sum, restructuring, life insurance)

Another Success at the Walsh Family Moot

For a third year, we sponsored the Annual Walsh Family Moot event held on March 14, 2015 at Osgoode Hall. The moot brought in law students from the University of Toronto, University of Windsor, Queen's University, York University's Osgoode Hall, University of Ottawa, University of Western Ontario, and University of Manitoba

The mooters were confident and well prepared. They learned the complexities of family law and the many layers of legal analysis that it encompasses. They learned how to convey arguments and anticipate counter-arguments and questions from the bench. Just as importantly, they learned to love family law.

We congratulate all of the students who took part in this great event, and relay special congratulations to the overall winning team from UofT:

Petra Molnar
Diop, Graham
Thomson, Rachel
Kattapuram and
Amy Tang!



WINNING CUSTOMER SERVICE

Reconnecting with serving your clients can refresh your firm's outlook and enthusiasm while improving client satisfaction. A shift in the way your practice is run to one that focuses on customer satisfaction can change your perspective and revitalize the passion and strength you get from providing excellent customer care.

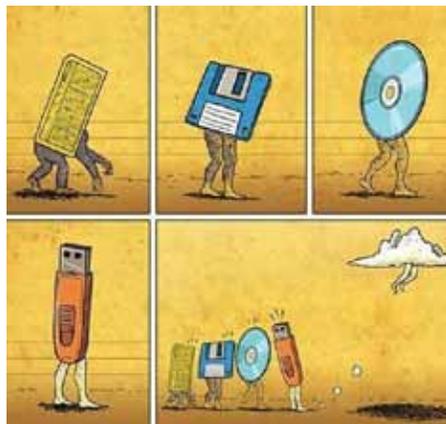
Mr. Lee Rosen, author of the popular family law resource blog, *Divorce Course* shares his **Top 10 List of tips for Winning Customer Service:**

1. Touch base with clients frequently just to make sure they are satisfied.
2. Offer training on customer service to lawyers and staff members.
3. Treat clients with respect from the moment they arrive at the office.
4. Link client satisfaction to compensation at every level, from the receptionist to the managing partner.
5. Commit to learn and practice in emerging areas of practice.
6. Make yourself and your lawyers as accessible as possible.
7. Develop a culture focused on and obsessed with customer service.
8. Survey every client regularly.
9. Copy clients on all mail, faxes, and e-mail.
10. Return every client call in less than two hours.

For a more in-depth read about this topic or to read other articles by Lee Rosen, you can visit the *Divorce Course* blog.

Lunch On Us Contest

We received many clever captions for our last Fall/Winter *Lunch On Us Contest* (see image to the right). Thanks to all who participated! The winning caption was submitted by **Emma Russell** of Renfrew, Ontario: ***"I told you we should have rented a limo!"*** Emma received a lunch for two compliments of DivorceMate Software!



We're giving you another opportunity to WIN a FREE lunch for two by participating in this issue's *Lunch On Us Contest!* Review the picture to the left and email your caption phrase to info@divorcemate.com by **Sunday, September 6, 2015.**

Your caption will be judged based on creativity and relativity. The selected winner will be notified by Friday, September 18, 2015. Good luck!

Click [here](#) for contest rules and regulations.

DOCUdavit Legal Solutions: Improve Your Practice in 2015

At DOCUdavit Solutions (a DivorceMate sister company), we know that lawyers love paper. Many of our current clients hesitated to make the switch to the digital age. But imagine having your entire history of records available and accessible within minutes. Or having your case documents organized by importance or relevance for trial.

These daunting projects can be easily managed by DOCUdavit Solutions. In our secure facility, we sort, prepare, scan, code and load your files into easy-to-use software. Simply put, we will quickly turn your mountain of paper files into a molehill of super-accessible information, right at your fingertips.

To learn more about our services for lawyers, please click [here](#).

Significant Changes to Forms One (ON only)

Significant changes to the Ontario Family Law Rules came into effect on May 2, 2015. Your Forms One software has been updated as follows:

Amendments to Form 13 & 13.1 Financial Statements

- Amendments made primarily to instructions to reference new Form 13A
- Schedule "A" also amended to include "Income from a Registered Retirement Income Fund or Annuity"

Software Tip:

You can now convert your old Financial Statements (13 & 13.1) into a new Financial Statement. Open the old Financial Statement and click the "Calculate" or "Print" icon. A message will appear prompting you to update the document. Click "Ok". To confirm the update was successful, check the footer. It should read "FLR 13 (January 6, 2015)".

New Form 13A - Certificate of Financial Disclosure

- Form 13A lists all documentation in support of a party's support and/or property claims
- Form 13A to be served on the other side at the commencement of a proceeding, together with copies of all listed documentation
- Updated Certificate required at various other stages of the litigation

Software Tip:

- Form 13C can be created by clicking the "NFP" button on the DivorceMate toolbar while in a completed Net Family Property Statement.

New Form 13C - Comparison of Net Family Property Statements

- Form 13C juxtaposes each party's Net Family Property Statement in one document for comparison purposes. (This new form is essentially a reincarnation of DivorceMate's "Net Family Property Worksheet" that previously existed)
- Form 13C is required before a settlement conference

New Form 00 - Trial Scheduling Endorsement Form Part 1 & Part 2

- This Form is required in a proceeding in the Ontario Superior Court of Justice, prior to the conclusion of a settlement conference, pursuant to a new practice direction, effective May 1, 2015
- Part 1 is to be completed by each party and Part 2 is to be completed by the settlement conference judge.
- A trial date will not be scheduled until all parts of this Form have been completed