



**PM Legal**  
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Effective March 31, 2020.

For the safety of our employees and our community, we have adjusted our workflow to be mostly work-from-home with limited staff in the office and process servers and investigators in the field. Our strong investment in technology and disaster preparedness allow us to maintain operations in home offices across the city.

We continue to create jobs into our system, put work in the field as appropriate, and monitor fieldwork across the country. Please use our portal and contact your account managers, who will be working from home and in constant connection with all of our operations.

Process Service remains operational. Please understand that pace of service may be slower than typical, other than time-sensitive documents which we continue to expedite to the best of our ability. Also keep in mind that there are certain business and city/state agency closures that we are unable to currently serve. Any documents we are unable to serve are being prepared for service immediately following all business and agency openings.

Court Services are closed. If you have emergency work, please contact the courts for information as to what is possible. If it is out-of-state work, please contact your account manager who will work with you to coordinate it. All Court work that needs to be filed should be sent to us so that we can prepare it for filing as soon as the Courts open again.

Investigations remain fully operational: please send over your assignments and we will get right on them.

#### **How we are transmitting work to/from our clients**

- **PLEASE KEEP CAREFUL RECORDS of what you are sending to us. And check our web site in time to make sure we have received it.**
- If you have Process Service work to send in, please email the work to [service@pmlegal.com](mailto:service@pmlegal.com).
- If you have Court Filing work to send in and an original is not required, please email the work to [help@pmlegal.com](mailto:help@pmlegal.com).
- If you have Investigations work, please email [newcase@pmlegal.com](mailto:newcase@pmlegal.com) .
- If your work cannot be emailed, please contact your account manager. Do NOT mail or Fedex work to our office, as mail to our office is not being delivered on a regular basis. We will be accessing our post office as much as practically possible, but it is better to contact your account manager to discuss.

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

If you need access to your online portal, please email [access@pmlegal.com](mailto:access@pmlegal.com).



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

Ross Mallor and the PM Legal Team

