



Empire Company

CLIENT CONSULTING GUIDE

Empire Company Client Support



To ensure the best service, and quickest response, please use one of the three options below.

Phone Number

855-659-7050

M-F 7am - 4pm PST

Any message during off hours will be returned the next business day. You can call and/or text this number directly to reach our client support team.

Client Portal

empire-co.com

Online portal where you can request and manage consults, buy and access all products and services. Please click on "Consulting Login" on our homepage.

How to book an onboarding

Please use this link to book an onboarding at the most convenient time for you and other staff.

Please call 855- 659-7050 to schedule

Company Onboarding

We encourage you to go through a quick onboarding by our client support specialist:

Here is the flow of a typical onboarding session.

1 Review client portal and overview of services:

- Where and how to sign into the client portal
- Walk through how to consult process works
- How to request all other products and services
- Review if there is immediate need for any services
- Ask if other employees should be added as users

2 Walkthrough of consult process

Discuss types of questions, typical consult timeframes, and expectations for consults and address any questions.

3 Detailed review products and services

Our client support team will ask if there are any immediate needs and help get you any further details regarding any product or service.

Consulting Definition and Process



A consult is considered a specific question regarding a specific topic. Consults for multiple states, should be submitted separately due to laws in each state being different.

A consult is considered free if the question can be answered by the attorney during the initial call.

- EXAMPLES
- “ We need to terminate an employee for stealing, but only have hearsay from employees. Do we need evidence?
 - “ We hire subcontractors for labor as needed. How do we handle their worker's comp?
 - “ How do FMLA laws apply to an employee who is caring for a sick child/partner?

All initial consults are free; however, some consults may entail more work such as a detailed contract review.

- EXAMPLES
- “ We need to review our subcontract and make any necessary changes per the findings of the review.

This would not be considered free, as the attorney will require more time than the initial call to complete the work for the client. This would apply to any questions that will require additional work from the attorney extending beyond the initial free phone consultation.



STEP 1

SUBMIT CONSULT

Easily submit your consult five ways: through our client portal, email, phone, text, or live chat.

STEP 2

CONSULT REVIEWED

Our client support team will review your question and send it to the appropriate attorney or consultant in your state.

STEP 3

SPEAK TO ATTORNEY

Your assigned attorney will call directly with an answer. Calls are typically 15-20 mins, depending on the question.

STEP 4

REPEAT

Repeat this process as much as you need, all year!

1. Client Portal

This is the most convenient way to submit a consult. Simply login to your account, fill out the consult form and submit.

2. Phone Call

You can submit your consult by calling 855-659-7050
M-F 7am - 4pm PST



Business Member Services Plans

Standard

Included

for Empire Client

3 Consults

Live HR Hotline

Standard Pricing

Unlimited

\$300

per year

Unlimited Consults

Live HR Hotline

10% off Products and Services

ASK AGENT FOR DETAILS