

THE LAWYERS FRIEND IN LITIGATION



DOCU-SERVE
INVESTIGATIVE PROCESS SERVICES

210-325 WELLAND AVENUE
ST. CATHARINES, ONTARIO L2R 2R2
PHONE: 1.800.296.0573 & 289.201.5505
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WHO WE ARE:

- ✓ Docu-Serve is a Paralegal & Private Investigative services company focusing on providing services to the legal community in Process Serving, Court Filing and Court Courier Services.
- ✓ Adhering to the strict, and ethical policies of the Law Society of Ontario, you are hiring a company devoted to serving you and your clients in a manner consistent with the covenant and oath taken by a member of the Law Society of Ontario.
- ✓ You are hiring a company that is dynamic and technology focused providing GPS Tracking, Time-Stamped Attempts, Real-Time Updates, diligently logged notes, photo and video recorded attempts.
- ✓ You are hiring a company whose Affidavits of Service are worth the paper they are written on and will stand up and vigorously defend their work if ever challenged.
- ✓ You are hiring a company with fair, honest, and predictable billing practices without the surprise invoice or invoices out of line with legal aid billings.
- ✓ An equal opportunity company.
- ✓ BONDED, LICENSED AND INSURED!

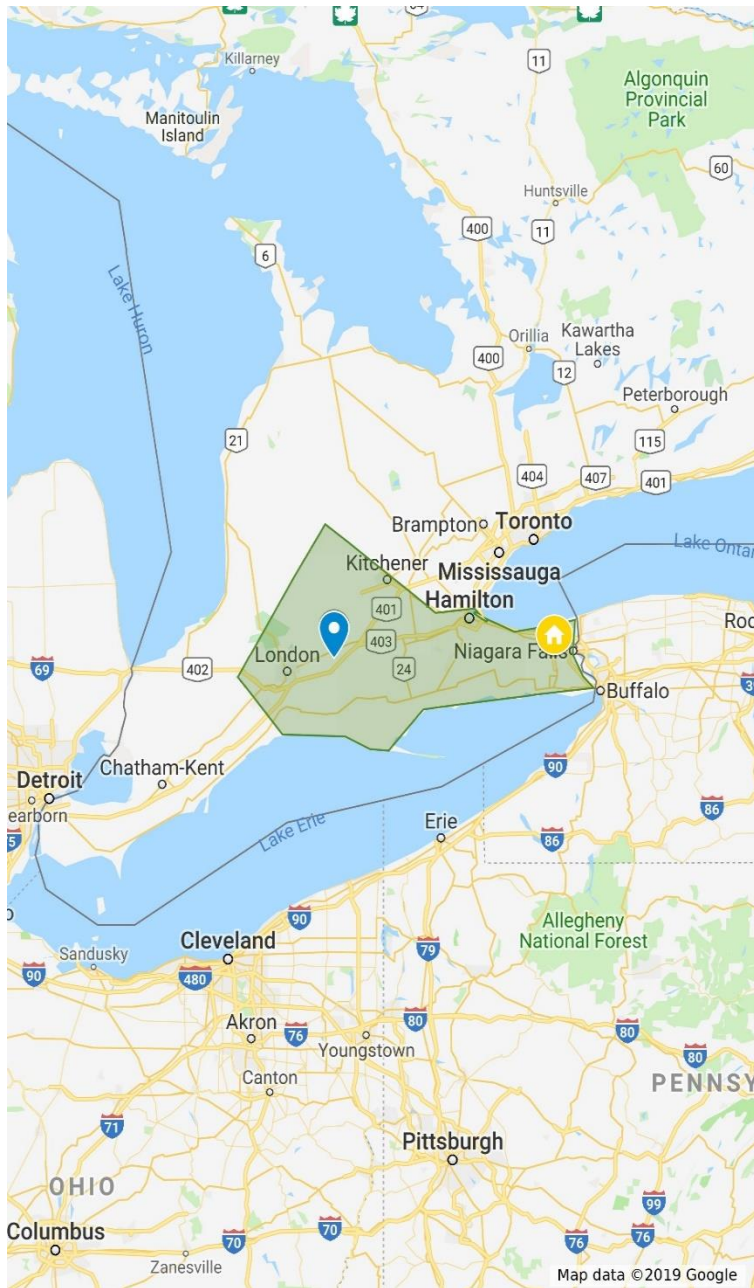
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Docu-Serve is *The Lawyers Bona Fide Friend in Litigation* and trusted by Law Firms across Ontario.

OUR SERVICE AREA:

- Docu-Serve covers a vast service region with only Docu-Serve Employees and Closely Monitored Partnered Networks. This decision ensures quality, perfection, consistency and dedicated staff on each and every task.
- With our Head Office in St. Catharines, and Regional Offices in Hamilton, and Oxford County, we cover approximately 15,000 square km's across Ontario from Niagara Falls, to Hamilton and London to Kitchener with specialty areas by request.



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South Western Ontario Coverage Area

LONDON	SEBRINGVILLE	SIMCOE	SHEDDON	DUNDURN
ARVA	SHAKESPEARE	PORT DOVER	MELBOURNE	NITHBURG
ILDERTON	KINKORA	PORT RYERSE	MUNCEY	AMULEA
DENFEILD	GADSHILL	WALSH	FINGAI	ST. AGATHA
ELIGINFIELD	WELLESLY	DELHI	IONA	ROSEVILLE
LUCAN	NEW HAMBURG	LYNEDOCH	LYNHURST	PRESTON
GRANTON	BADEN	WYCOMBE	SUMMERS CORNERS	BARBERS BEACH
KIRKTON	HAYSVILLE	COURTLAND	GLEN COLIN	PRINCETON
RUSSELDALE	PLATTSVILLE	OTTERVILLE	CALTON	ETONIA
MITCHELL	DRUMBO	NORWICH	ANDYS CORNERS	FALKLAND
EXETER	CREDITVILLE	BURGESSVILLE	BILLS CORNERS	GOBLES
SOUTH HURON	NEW DUNDEE	TILLSONBURG	HILL CREST	BURFORD
HURON PRARK	KITCHENER	STRATFORDVILLE	SOUTHEAST HOPE	LONG PONT
THORNDALE	BRESLAU	GLEN MEYER	NIXON	ST. WILLIAMS
NILESTOWN	ST. JACOBS	TURKEY POINT	RATTLESNAKE HARBOUR	NORMANDALE
THAMESFORD	ST. CLEMENTS	PORT ROWAN	WINDHAM CENTER	FISHER GLEN
INGERSOLL	PRESTON	OLD CUT	WATERFORD	WALSH
MT. ELGIN	CAMBRIDGE	ERIE VIEW	WILSONVILLE	POPLAR HILL
FOLDENS	BRANCHTON	PORT BURWELL	BEALTON	MITCHELL
SWEAGURG	AYR	CALTON	DENTON	KOMOKA
BEACHVILLE	GLEN MORRIS	PORT BRUCE	BOOKTON	IONA STATION
WOODSTOCK	SAINT GEORGE	CANDYVILLE	OTTERVILLE	WATERFORD
KINTORE	BRANTFORD	AYLMER	OXFORD CENTER	STRATFORD
EMBRO	BRANTFORD	CROSSLEY HUNTER	WLMUT CENTER	KILWORTH
BROOKSDALEINNERKIP	TUTELA HEIGHTS	HARRIETSVILLE	SAINT PAULS STATION	EKFRID
TAVISTOCK	BURFORD	NEW SARAN	DELAWARE	PORT STANELY
ST. MARYS	BEALTON	ST. THOMAS	MT. BRYDGES	TALBOTVILLE
AVON BANK	TEETERVILLE	WINDHAM CENTER	AVONTON	HICKSON

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Niagara Regional Coverage Area

NIAGARA FALLS	ST. CATHARINES	BEAMSVILLE	CAMPDEN	JORDAN STATION
VINELAND	VINELAND STATION	CRYSTAL BEACH	FORT ERIE	RIDGEWAY
STEVENSVILLE	GRIMSBY	NIAGARA-ON-THE-LAKE	QUEENSTON	ST. DAVIDS
VIRGIL	FENWICK	FONTHILL	RIDGEVILLE	PORT COLBORNE
SHERKSTON	ALLANBURG	PORT ROBINSON	THOROLD	WAINFLEET
LOWBANKS	WELLAND	STEVENSVILLE	CAISTOR CENTRE	CANFIELD
GRASSIE	SMITHVILLE	ST. ANNS	WELLAND PORT	LINCOLN
BURNABY	CRYSTAL BEACH	CHIPPAWA	GREEN CORNERS	PELHAM
GASLINE	SNYDER			

HAMILTON, BURLINGTON, BRANTFORD

HAMILTON	BURLINGTON	BRANTFORD	STONEY CREEK	DUNDAS
ALDRESHOT	WATERDOWN	BINBROOK	MT HOPE	EMPIRE CORNERS
OHSWEKEN	CALEDONIA	DUNNVILLE	MT HEALY	CAYUGA
CANFIELD JUNCTION	ANCASTER	BRANT COUNTY	NEW CREDIT	WINONA

- **Other coverage areas outside the above lists are covered by our close working Partners, and with our Partner Network you are guaranteed the same GPS Tracking, and Time-Stamped Reports. With our Partner Network we are able to offer extended coverage to:**
- **The entire Greater Toronto Area (GTA)**
- **Oshawa**
- **Barrie**

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OUR MISSION:

Our mission is your satisfaction, adhering to the rules of the law, and providing ethical services that stand tested through rigorous court procedures. We will stand if our services are challenged, our affidavits are questioned, and our procedures are put to the test. Docu-Serve ensures reliability, effective service, and strict adherence to the laws.

HOW WE'RE DIFFERENT?

Like our Honest Billing Policy, we are no ordinary Process Serving Company and deliver our promise as a *bona fide friend in litigation* through our dynamic and technological approach to Process Serving, Court Courier Services, and Court Filings:

- Everything we do is GPS Tracked, and Logged. With heavy utilization of technology, Docu-Serve GPS Tracks and Logs all of your files in real-time allowing you to see the progress of your file from start to finish. We are not static, we are dynamic!
- Our vehicles are all equipped with Dash Cameras recording on each and every serve, and every server vehicle has an LTE connected device for Realtime updates anywhere and everywhere they are. Our head office in St. Catharines knows where each and every vehicle is at all times for reliability, accuracy, and credibility.

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- Our Servers are all connected with LTE Tablets for Realtime, and live updates for each and every attempt they perform which is uploaded and shared with you in Real-Time. Monitored by a Third-Party Company, our Tablets are GPS, Timestamped, and each service report to you has their co-ordinates and timestamp which cannot be altered in anyway by any Docu-Serve staff. You know your jobs are done and monitored each and every time.
- Our Servers themselves are equipped with video capturing body cameras or a Tablet Camera, and all necessary safety precautions to ensure they are safe while at the same time ensuring that each and every serve is well documented both electronically and by photograph or video proof.
- All of our servers are also equipped with Cameras to capture pictures of the property, license plates and any other photographic opportunities, this makes it easy for you to enforce judgments later, obtain the necessary information for your file, and any other information collected in the photographs.



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- How we do it is revolutionary, and our service is geared to your litigation needs. Our Affidavits of Service may be challenged, but our well documented, highly experienced and technological focused services make it difficult for any person Docu-Serve serves to say “they didn’t receive the documents” or other excuses your firm is used to hearing in the courtroom. Our service may be challenged, but we will stand to defend our services performed in any court of law.

HOW DO YOU BENEFIT?

Corporate Law Firms, Boutique Law Firms, Sole Proprietorships and Law Firms of all sizes benefit from Docu-Serve's unique and effective services which ultimately saves you and your clients money! This Package contains our services, how you benefit and why Docu-Serve has been trusted to Identify, Verify and Serve on behalf of some of the largest and smallest firms throughout the region and across Ontario!



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With three convenient, fast, effective and disburseable services, your Law Firm benefits through our extensive network in Process Serving, Court Filing and Court Courier Services. With confidence, we will handle all of your Law Firm distribution requirements!

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Docu-Serve Process Serving:

- Process Serving is important and requires Affidavits of Service to be worth the paper they are written on. At Docu-Serve, we take our services seriously, our Affidavits of Service as covenant Oaths, and go to extreme lengths to serve our targets. **When most companies knock, and leave, we knock and investigate.**
- We knock on doors, find out information from neighbors, track and create reports, take photographs, video, and GPS and Timestamp every attempt.
- If not served, we build your case for substitute service with diligently drafted Affidavit's based on well recorded notes, photographs, GPS stamps, and timestamps, our affidavits of service are designed to stand in court.
- Our servers are further trained to testify in court when required, and we will vigorously defend our work, our attempts and our serves.
- Try us on your next serve as we are not a knock and run but a knock and investigate, your firm is hiring a company with the experience and knowledge to get even the most difficult targets served!



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Court Filings by Docu-Serve:

- Our Court Courier Division of Docu-Serve will securely and protectively pick up documents from your office upon request and file them with the court for a flat rate even if the documents fail filing the first time, second time or third time. Our staff are highly trained in court filings and recruited with a background in legal studies.
- You or your staff members can focus on Billable Hours while we wait in line to file documents. At an affordable flat rate, you are saving money by generating billables while we file your documents. You nor your staff will ever be required to leave your office for filings as we securely pick up and drop off everything you need for filing.
- Upon completion of filing, you will in Real-Time, be notified of the success or failure of the filing, and the next steps or action required.
- If successful, our Court Courier Services Team will return the documents back to your office with a Proof of Filing Report.
- If rejected by the courts, Docu-Serve Court Courier Services will return the file to your office with the Corrections Report so the corrections can be made and re-sent for filing.
- **Our Court Courier Services are Quick, Efficient, Effective and Fast. We file documents the same day, without the rush charge!**

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Court Courier Services by Docu-Serve:

- Canada Post delivers mail, Commercial Couriers deliver packages, we deliver law, and know the importance, security, and confidentiality required with each legal file.
- Our adherence to strict policies of privacy, confidentiality, and the requirements of the Law Society of Ontario make us *The Lawyers Bona Fide Friend in Litigation* with secured and confidential deliveries for highly sensitive, private and confidential information. Docu-Serve Court Courier Services delivers the law like bank trucks deliver money- well secured, well documented, and highly protected.
- Have peace of mind in knowing your documents are protected, secured, and delivered promptly with GPS and Real-Time Updates. Receive a Certificate Delivery for each delivery, and when requested, receive a Signature at no additional costs. The Niagara Region, to Hamilton and London, to Kitchener with specialty areas by request.
- Flat Rates, Same Day and GPS Tracking ensures that your time-sensitive and important legal documents are delivered timely! Court Courier Services by Docu-Serve is your legal distribution network!



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WHO DO WE HIRE?

Process Serving is an unregulated profession, leaving the doors open for anybody to call themselves a Process Server but at Docu-Serve, we only employ skilled individuals from Law and Security, Paralegals, Police Foundations or relatable careers. When you partner with Docu-Serve, you know you are hiring someone with competence and skills.

READY TO JOIN?

We are proud to serve our members across the Province, and as a Member of the Docu-Serve Team, your law firm has joined our growing and exceptional network of Process Servers, and Court Courier Services. We are confident that you will agree that Docu-Serve is *The Lawyers Bona Fide Friend in Litigation*. To reach out and discuss further about our services, how we can assist, and what we can do for your firm, contact us today, we are always ready to meet, discuss, and serve!

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Paralegal- Process Server- Private Investigators



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"Our guarantee is simple: we promise to deliver the service as advertised, meeting or exceeding your expectations, every time. I will personally ensure that our service is completed as per all rules, laws and statutes, and to your full satisfaction.

We have no hidden prices, "sticker shock" or other hidden agendas. Our mission is superior service, and our goal is serving our target. If you ever have a complaint or believe we have failed in our obligations and duties, please reach out to me. I will make it right.

Your complete satisfaction is our top priority, and we will not let you down. Our clients' satisfaction is our business, and we take our business seriously!"

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