

## GAME CHANGERS

# E.P.P.G. Law of St. Johns

HEATHER S. MALTBY

**A**t **E.P.P.G. Law of St. Johns**, Heather S. Maltby is changing the game of Estate Planning and Probate Law by making it more accessible, responsive, and a more personable experience. She is taking the communication barrier down between you and your attorney and making the process less overwhelming and stressful for her clients.

"Estate planning doesn't have to be intimidating or scary," says Heather, who has been focused solely on Estate Planning and Probate for over 7 years. "I make it a relaxing experience for people who are looking to make their loved ones lives easier when they pass away. We also take the burden off probate clients so that they can grieve their loved one while we handle the legal side.

Heather is committed to making it a more comfortable process because she knows firsthand just how stressful these things can be.

"My mom passed away when I was in my 20's and I didn't have anyone to help me figure out what to do. It was a very stressful, I couldn't find an attorney who was willing to spend 5 minutes on a call to tell me what I should be doing. I had to wait 3 weeks to speak with an attorney, only to learn that I didn't need to open probate for her. Luckily my mom had set up her Estate properly so I could avoid probate- but I should have been able to know that immediately, not 3 difficult weeks later. It was after that experience that I decided that I would practice law differently - having quick and direct communication with clients so they never have to go through the anxiety that I went through," explains Heather.

"I want my clients to feel like they are family and can talk to us about anything. Meetings are casual and relaxed. Consults are free with no pressure for sale. There is nothing better than seeing the relief on a client's face after helping them with their needs."

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