



My original

Exhibit 27

**CONSUMER ASSISTANCE PROGRAM
BOARD OF PROFESSIONAL RESPONSIBILITY**
of the
SUPREME COURT OF TENNESSEE

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NASHVILLE, TENNESSEE 37217
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BEVERLY P. SHARPE, COUNSEL
DIRECTOR OF CONSUMER ASSISTANCE PROGRAM

July 16, 2004

Lori Liane Long, Esquire
Legal Aid Society
226 Broadway
PO Box 5209
Oak Ridge, TN 37831

RE: CAP File No. 04002353
Linda Wagner

Dear Ms. Long:

Your former client, Linda Wagner, has written to the Board with questions about her case.

1. She believes you did not work zealously on her behalf because you heard about her strained relationship with a former attorney, Roland Cowden, from him or his wife, who she believes is your sister or other relative or friend.
2. She believes she should have been informed and agreed to a meeting between you and opposing counsel, Keenan Smith, and/or the Judge during a break in the hearing. She says she was told nothing about the meeting and its purposes and instead was told by you that you would be doing personal errands during the lunch break.
3. She says she specifically hired you to file a Motion for a Continuance, obtain affidavits and review her sanction motions, which you agreed to do, and then after consulting the Judicial Secretary, you did not file the continuance motion or inform the client of your decision, so she could reassess her options.
4. She says some of her original documents were given to Attorney Keenan Smith by you without her permission. This is partly why she wanted a list of all documents given back to her from your office. She is particularly concerned about a bill from East Tennessee Hospital and certified documents from Franklin County Probate Court.
5. She questions her fee. Is the question of the use of your \$2,500.00 retainer being mediated through the Knoxville Bar Association Fee Dispute Committee? What is the status at this time?

Please advise CAP in writing of your position on these situations within ten (10) days of the date of this letter and copy the complainant at the same time. Thank you for your assistance.

Sincerely,

Beverly P. Sharpe, Counsel
Director of Consumer Assistance

cc: Linda Wagner, PO Box 12347, Knoxville, TN 37912

BPS:sg

This is the letter
I read during the
(attorney fees) - "restraining order hearing"