

Client Service Standards - Our Promises to You

1. We will be there for you. When you need us, we promise we will answer the phone and return your email promptly. If we're not available at that exact moment, we'll call you back ASAP - not next week, not when we have something new to report, but ASAP.
2. We are focused on you more than on the process of lawyering. We promise we will listen to you first. That means we will take the time to really understand your objectives, appreciate your uncertainties and answer your questions before we begin to formulate a strategy or implement a resolution plan to address your legal problem.
3. We will be brutally honest. You will get straight talk and honest evaluations to help you make informed business decisions sooner rather than later. Sometimes, a tolerable resolution of a legal problem is required now and not later. We understand. We'll help you appreciate the position you will likely be in down the road based on what is known now rather than telling you that we have to do a lot of legal work at your expense before we can help you figure it out. We will provide you with options at each stage of our engagements and help you arrive at the best legal calculus - understanding that you decide what is best for you and your enterprise.
4. We believe that experience counts. We promise that you will have the right level of experience handling your important matters. This means understanding when it is okay to use paraprofessionals or associate attorneys to perform functions at a lower cost as well as when a senior partner is required to get the best result.
5. We will act every day with the best intentions; to ease your mind and to make your job easier.