

"Strategic Solutions... With No Surprises."

Our Promise To Our Clients

1. We will be accessible and responsive.

- When you call our office, our staff will greet you in a courteous manner and assist you to the best of his or her ability.
- We will return your telephone calls promptly within 24 hours.
- We will review and respond to your e-mail within a reasonable time period, depending upon the complexity of your legal questions.
- We will be available for in-person consultations as desired and requested, in addition to our initial no-cost consultation.
- When we are out of the office for an extended time period, we will ensure that another attorney or staff member is available for your case.

2. We will know and understand your legal problem.

- We will invest the time necessary to know your individual situation and legal problem well enough to be a valuable partner in achieving your objectives.
- We will listen to listen actively to you and formulate legal strategies based upon your individual needs and that of your business.
- We will research your legal issues thoroughly using our firm resources. We will not
 hesitate to consult with our attorney friends and colleagues when needed to make sure we
 cover all of the bases (while preserving client identity and confidential information.)
- We will stay up to date on trends that will enhance our ability to serve your needs.

3. We will provide discreet, non-judgmental, and candid advice.

- We will apply our knowledge and experience to find the right legal solution to your needs, without any preconceived notions.
- We will give you candid advice based upon what you <u>need</u> to hear, not what you <u>want</u> to hear. We will never solicit your business based upon false promises.
- We will provide you with all of your legal options, including those that involve areas of law which our firm does not handle directly.

4. We will use our knowledge and skills to fight aggressively for your interests.

- We will not compromise your best interests because settling the case is easier than going to trial. Our goal is your goal.
- We will not be intimidated by opposing counsel at any time, and while we will always be
 respectful to the Court, we will advocate for you zealously within the bounds of the law.
- We will train ourselves through specific Continuing Legal Education classes in an effort to best serve your specific needs.