

## Client Service Standards

fredlaw.com

### **Understand Your Business and Needs**

“Where law and business meet” is our commitment to you. At every stage of our work we seek to understand your goals and definition of success. We invest time and resources in our relationship with you and work diligently to achieve your legal and business objectives. We customize our approach to best serve your needs and add value by offering creative solutions—sometimes non-legal solutions—that advance your interests.

### **Service Excellence**

Communication is a priority and we maintain high standards for ourselves. We ask what method of communication you prefer and then we use it, striving for a “no surprises” experience. We explain clearly what work will be done. We seek to understand your timetable, set specific deadlines for getting work back to you, and then meet or beat those deadlines. At all times, we perform with the highest level of integrity, and we promote a culture that is professional and respectful.

### **Approachable and Responsive**

We value our relationship with you and delight in your success. We are courteous, professional and prompt in our communications, returning your calls and emails quickly. We give practical, thoughtful advice avoiding “legalese.”

### **Efficient and Cost-Conscious**

Our objective is to resolve your legal needs as quickly, successfully and cost-effectively as possible. We commit to work efficiently and deliver value. We will bill you regularly and ensure that our bills are clear and easy to understand. If unanticipated circumstances arise that could impact the scope of our work or anticipated fees, we will communicate promptly.

### **Feedback Welcome**

We welcome your suggestions and constantly seek to improve. It’s our practice to ask for feedback regarding our work. We use your comments to grow both the client service experience and our own professionalism from what we learn.