



Client Service Philosophy

The single most important aspect of Smith, Currie & Hancock LLP's practice is client service and satisfaction. Detailed, up-to-date client communication, and client involvement in every step of each matter and the decision making process, are standard practices. Efficient delivery of legal services is a paramount goal at SCH. We strive to provide our clients with complete information on legal fees and expenses, as well as alternatives to the traditional hourly billing arrangement. As reflected in *Our Ten Points to Remember*, our commitment to providing quality legal services at a reasonable cost extends to every client regardless of size.

While the firm justifiably takes pride in major litigation successes, we recognize that litigation or arbitration is always unpredictable and can represent a major investment of time and money. Accordingly, we view, as equally important, the more numerous "quiet" successes obtained by providing thoughtful and experience-based advice and counseling that enable our clients to achieve their business goals without disputes and litigation.

Problem avoidance is stressed at Smith, Currie & Hancock LLP. All clients are encouraged to keep abreast of legal developments affecting their business through a variety of services. The firm hosts annual seminars combining presentations and workshops with updated written materials focusing on the areas of law relevant to our clients' concerns. In-house client seminars on a variety of topics within the Firm's practice areas are tailored to the particular needs of the client. SCH also publishes periodic newsletters, as well as numerous others articles and checklists, all addressing timely legal issues and offering practical insight on matters affecting our clients' operations and their "bottom-line."

OUR TEN POINTS TO REMEMBER

- A Client is the most important person in any business -- in person, by mail, fax, e-mail, or by telephone.
- Clients are not dependent on us; we are dependent on them.
- Clients are not an interruption of our work; they are the purpose for it.
- Clients do us a favor when they call; we are not doing them a favor by serving them or returning their calls promptly.
- Clients are a part of our business; not outsiders.
- Clients are not cold statistics; they are flesh-and-blood human beings with feelings and emotions like our own.
- Clients are not people with whom to argue or match wits.
- Clients are people who bring us their needs; it is our job to address those needs.
- Clients are deserving of the most courteous and attentive treatment we can give them.
- Clients are the life blood of Smith, Currie & Hancock LLP.

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