



## Client Service Standards

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The top priority of LEGUS members is to provide the highest quality client services to its members' clients. Based on this commitment, LEGUS members agree to abide by the LEGUS Client Service Standards created to ensure consistent and well-managed handling of client matters on a timely basis.

Each year hundreds of referrals are passed between LEGUS members. To continue to provide an environment of professionalism LEGUS Members commit and agree to:

1. Provide the highest quality service to all clients when a matter is referred to them.
2. Responding to member and client inquiries in a timely manner by implementing the following process:
  - a. Being available by email or telephone when reasonably needed by a LEGUS member or LEGUS member client.
  - b. Responding in a substantive manner to another LEGUS Member or LEGUS client within 24 hours of the initial communication.
  - c. Establishing a timetable at the outset of the engagement for the strategy to be implemented for service to the client.
  - d. Providing assistance to the initial request, or if appropriate, referring the matter to a more appropriate service provider.
  - e. Establishing a communication program with the client to ensure a complete understanding of the process to be followed.
3. Implement the following "best practices" in service to LEGUS clients:
  - a. Provide an engagement letter for services to be rendered (with a copy to the referring LEGUS member, if appropriate).
  - b. Provide fee estimates when requested based on scope of matter.
  - c. Generate monthly bills on a timely basis, or utilize alternative billing methods as agreed upon with the client.
  - d. Provide detailed bills.
4. Commit to discuss with the client as soon as possible, any deviations from billing and fee arrangements originally agreed upon between the two.
5. Provide timely status reports to the client and to the referring LEGUS member, as appropriate.

6. Commit to a number of English speaking lawyers and staff to better serve clients and other LEGUS members.
7. Address client service satisfaction issues with the client and referring LEGUS member in a timely manner.
8. Participate in the LEGUS member Quality Assurance Program process on a regular rotation basis or on an as needed basis.
9. Create and provide a quality of performance report to LEGUS administration. (From the member receiving the work, as appropriate).
10. Conduct a conflicts check prior to accepting work from a LEGUS member's client.
11. Provide legal services through the most cost-efficient method available including using teams and technology to full advantage.
12. Do not refer cases/matters to other LEGUS members if they would not accept those cases or matters themselves – no junk referrals.