

THE RIGHTS OF THE FIRM'S CLIENTS

The Firm is committed to delivering you outstanding legal service. We take our representation of you very seriously. As a Client of the Firm, the Firm makes the following commitment to you during your representation:

1. The Firm's lawyers and staff will treat you with courtesy and consideration at all times.
2. The Firm will handle your legal matter competently and diligently, in accordance with the highest standards of the profession.
3. The Firm will provide you independent professional judgment and undivided loyalty uncompromised by conflicts of interest.
4. This agreement sets forth the Firm's fees and explains how the Client will be billed. The Firm will, at the Client's request, provide a written itemized bill of work performed, at reasonable intervals. The Client may refuse to enter into this fee arrangement if the Client finds it unsatisfactory. If the Client has a problem with the fees billed under this arrangement, please contact the Firm. If the Firm cannot resolve the matter, the Client may contact the Monroe County Bar Association, which operates a Fee Dispute Resolution Program.
5. The Firm will answer the Client's questions and concerns addressed in a prompt manner and will return telephone calls promptly.
6. The Firm will keep you informed as to the status of your matter. The Firm will send you copies of significant papers.
7. The Firm will respect your reasonable objectives, including whether or not to settle your matter (court approval of a settlement is required in some matters).
8. The Firm will keep your dealings private and keep your secrets and confidences preserved to the extent permitted by law.
9. The Firm will conduct itself ethically in accordance with the Rules of Professional Conduct.
10. The Firm will not refuse you representation on the basis of race, creed, color, religion, sex, sexual orientation, age, national origin or disability.