

CLIENT BILL OF RIGHTS  
MG&A ATTORNEY GUARANTEE

1. We understand that without our clients we have no law practice.
2. Each and every client and potential client is important to all of us.
3. We understand that delighted clients will breed new clients for the firm.
4. We understand that an unhappy or dissatisfied client will inform many others of their unhappiness and dissatisfaction with this firm.
5. All of our clients and prospective clients are treated courteously and respectfully.
6. We believe in our client's cause and we will not be the judge but the advocate.
7. We are positive in our attitudes when conferring with a client or prospective client.
8. We set reasonable expectations of success for the client no matter what the issues are but with a strong advocate attitude.
9. We return all client telephone calls promptly.
10. We are always fair and reasonable in our charges to the client.

MARK GREENE & ASSOCIATES

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