



CLIENT CARE COMMITMENT POLICY

EXTRA BENEFITS EXTENDED TO CLIENTS OF OUR FIRM

During the past 35 years, many of our best clients have come to us from client referrals. We have concluded, therefore, that our best investment for “marketing” our services is to take extra good care of our existing clients and to offer them continuing courtesies as a show of our appreciation.

This Policy Declaration advises you of some of the services we offer to take special care of our clients.

We offer evening courtesy telephone calls.

As a client of our firm, you may telephone our main office at (602) 252-5110 to arrange an evening telephone appointment. We recognize that sometimes either your schedule or our schedule does not permit a relaxed, uninterrupted telephone conversation during the day.

We offer a complimentary initial meeting for family members, business associates, and friends of clients.

As a courtesy to our clients, we offer a complimentary initial meeting for any of their friends, business associates, or family members. At this meeting, we will review their legal documents, identify areas of concern, and give suggestions on how to improve or correct their estate or business planning. Getting a “second opinion” is always a good idea.

We assist you in finding specialized attorneys.

We serve as general counsel for our clients and businesses. If you have special legal needs (e.g., accident lawsuits, adoptions, divorces, bankruptcies, collections, mining problems, water problems, litigation), we will find you an appropriate specialist attorney. We also will help you negotiate a reasonable fee for these specialized legal services. No one can select and evaluate an attorney better than another attorney.

We provide you with educational materials.

We provide educational materials for our clients. Over the years, we have accumulated articles, instructional memoranda, audiotapes, checklists, and other educational materials. Call us and let us know the areas in which you have an interest.

We make available to you a fireproof safe for your original documents.

We maintain fireproof safe file cabinets to hold important legal documents for our clients and make those documents available in emergencies. Our charge for this service is comparable to bank safety deposit box rates.

We schedule annual or periodic reviews for clients.

We contact our clients once a year to arrange preventive “10,000 mile” check-ups. Our experience in conducting annual corporation meetings and family reviews has always resulted in significant tax savings, document updates, or other improvements. The

savings and benefits from these meetings more than offset the fees incurred. This Preventive Law Maintenance Program safeguards our clients against any changes in the law and any changes in their personal legal situation.

We publish legal updates for clients.

Periodically, we mail to our clients a report that is similar to the information in the annually published booklet *Accidents in North American Mountaineering*. We inform our clients of accidents and problems of which we have become aware in our practice to put them on alert and to prevent legal and financial accidents in North American businesses and families.

We invite you to educational seminars at a discount.

Frequently, we are asked to give seminars in our specialty of law. We invite all of our clients to attend these seminars at a 50% discount on any tuition.

We give seminars to clubs, associations, and groups.

We are committed to providing the general public with education on all legal subjects related to estate, tax, business planning, and other legal subjects at no charge. Our attorneys have spoken at national conventions and have taught law at universities and colleges as well as to the professional associations of lawyers, accountants, life insurance professionals, and financial planners.

We serve on Boards of Directors and advisory boards for our clients.

One of our unique areas of specialty are conducting meetings and making boards of directors and advisory boards successful. If you need new blood and new ideas in your board of directors or advisory boards, we are available to become a member of the board, teach them how to conduct their meetings, teach them how to be directors, participate on the board, and assist in making our clients more successful. During the past 35 years, we have seen or experienced almost every type of family and business problem. We, therefore, are able to share our expertise with members of the board in evaluating their operations and their relationships with the chief operating officer, management team, accountant, corporate attorney, and various other advisors. We are uniquely qualified to know how all these people work together as a holistic team.

We give credit and character reports.

For clients who have established long and successful relationships with us, we provide letters affirming good credit standing and good character in response to business or insurance investigations. A credit or character validation from an attorney carries significant weight.

Being a client of a law firm should give you the feeling of being a member of an exclusive private club that gives you special privileges to enhance your confidence, security, and financial success.

For additional information call: (602) 252-5110

For further Preventive Law Briefs, visit our website: www.goodsonmanleyforakis.com

DISCLAIMER

The content of this report is general in nature and is meant to be used for informational purposes only. Due to possible changes in the law and interpretations of the law, in addition to the uniqueness of each individual's situation, this report should not be relied upon as an expression of legal advice. Before any action is taken by the reader, it is imperative that legal counsel or professional advisors be consulted.

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