

THE HARMONIE GROUP CLIENT SERVICE
BEST PRACTICES

I. The Harmonie Group

- A. Member firms will use all resources available to The Harmonie Group on behalf of our network users.
- B. The Harmonie Group will continue to strive to identify and implement ways to be of greatest service to our network users.
- C. The Harmonie Group will encourage its members to meet these Best Practices and Guidelines.
- D. The Harmonie Group leadership and firm liaisons will respond timely and fully to notification from a network user that these Best Practices have not been met satisfactorily.

II. Professionalism

- A. Member firms will at all times act with the highest level of professionalism.

III. Quality

- A. Member firms will strive to provide service and work product to their clients which meets or exceeds the standard of care in their representation.
- B. Member firms will be prepared when acting on behalf of clients.
- C. Member firms will exhibit professionalism at all times when acting on behalf of clients.

IV. Communication

- A. Member firms will provide timely and quality communication to their clients.
- B. Communication from clients will be acknowledged and members will strive to respond in less than one work day.

V. Timeliness

- A. Member firms will strive to meet or exceed client deadlines and requirements.
- B. Self imposed deadlines will be met.
- C. If a deadline cannot be met, a communication to the party expecting the action will take place prior to the expiration of the deadline.

VI. Rates

- A. Harmonie Group member firms will provide rates that are competitive for the locale and the expertise being provided.

*These Best Practices are aspirational. Members of The Harmonie Group are independent law firms.

Please see **DISCLAIMER** at www.harmonie.org