



## STANDARDS OF PROFESSIONAL COURTESY TO CLIENTS

I will try to achieve a desirable and just result for my clients as quickly and inexpensively as possible considering all available methods of dispute resolution.

I will communicate regularly with my clients and inform them of all developments. I will respond promptly and courteously to their telephone calls and letters.

I will discuss with my clients a timetable for handling the case, estimate fees and costs, and provide them with a realistic evaluation of the potential outcome.

I will be loyal to my clients' confidences and secrets.

I will diligently represent my clients and I will give them objective and independent advice.

I will avoid using tactics that intentionally delay a case, harass or abuse another party, or drain a party's financial resources.

I will act in a civil and courteous manner at all times.

While I recognize that disagreements between parties may cause harsh feelings, I will act with compassion and not make personal attacks on other parties, their lawyers, or the court.

I will consider my clients' time to be as valuable as my own and will not keep them waiting for appointments.