

Client Service Standards

- Telephone messages will be returned as soon as possible, but certainly within the same day. If your attorney cannot return the call personally, his/her secretary or assistant will do so, even if only to inform you that they are unavailable and to give a time when you can expect a call back.
- When you phone your attorney and reach voicemail, you will be given the option of leaving a message with a secretary or receptionist, or on voicemail. You can expect messages to be relayed accurately and promptly.
- Your attorney (or his/her designee) will check voicemail and e-mail regularly during the day, whenever possible. If for some reason this is not possible, recorded greetings will indicate that.
- Client correspondence will be handled promptly upon receipt.
- Bills will be clear and easy to understand, and fall within the realm of your expectations.
- Billing problems or questions will be resolved promptly.
- All charges and expenses will be explained in detail as early as possible. You will be fully and continuously briefed on all unanticipated charges or budget overages.
- Your attorney will personally review the first bill with you to be sure all items are clear and understandable.
- Bills will be sent in a timely manner.
- We will seek ways to continuously assess your satisfaction and will always welcome your feedback and input.
- The firm has designated Robert W. Rubinstein to serve as an ombudsman for all clients, and he will be happy to address concerns with your attorney. You may also contact the Managing Partner and/or Practice Group Chairperson at any time to address any issue.
- Our attorneys are committed to spend as much time as necessary to learn about you, your business, and your industry, so as to provide holistic, reliable, and trusted counsel.
- Your attorney will update you regularly. You will be kept fully informed.
- Referrals are always appreciated, and when possible and appropriate we'll return the favor.
- We will keep you informed of seminars, preventive initiatives, and other educational programs we are offering, which might be of benefit to you or your staff.
- We will always be as accessible as possible.

Samuel M. Gaylord, Esq.
sgaylord@gyrlaw.com

George F. Yuska, Esq.
gyuska@gyrlaw.com

Robert W. Rubinstein, Esq.
rrubinstein@gyrlaw.com

Phone 609.771.8611
Fax 609.771.8612

gyrlaw.com