

Swaab

Brand of Service

Service Standards - Meeting our Clients' needs



Service without delay

We will put our client first by being accessible and responsive.

- ✓ Return phone calls within 24 hours.
- ✓ Respond to or acknowledge emails within 24 hours.



Putting the client in control

We will clearly communicate about team members, scope, risks, and outcomes. We will meet or beat deadlines and inform clients well in advance if circumstances change.

- ✓ Scope the job clearly to ensure no doubt about client expectations and our tasks.
- ✓ If appropriate or helpful, inform the client about aspects that are not within our scope.
- ✓ Nominate the main contact and team members from Swaab.
- ✓ Determine the client's main objective or driver for the matter.
- ✓ Update the client on each significant development in the matter.
- ✓ Notify the client if out-of-scope work is needed before proceeding.
- ✓ In litigious matters, explain pleadings in detail.
- ✓ Explain the general processes at the start of a litigious matter and frequently update the client on next steps.
- ✓ Notify the client well in advance if a deadline might be missed.



Letting the Client know where they stand financially

We will communicate clearly with our client regarding fees and costs

- ✓ Provide considered cost estimates.
- ✓ Check WIP against estimate before billing.
- ✓ Inform the client if the bill exceeds the estimate, providing reasons before or at the time of billing.
- ✓ Provide easy to understand invoices.



Continuous improvement

We welcome feedback. Clients should feel comfortable letting us know if they're dissatisfied with our services.

- ✓ Meet and aim to exceed the client's expectations.
- ✓ Welcome client feedback.
- ✓ Maintain our client listening program.
- ✓ Address client concerns honestly and fairly.



Understanding our Client's business and needs

We will tailor advice and services to each client and inform them of relevant developments.

- ✓ Work with the client to understand their business and needs.
- ✓ Stay updated on developments affecting our client.



Our Product

We will be accurate, clear and make ourselves understood

- ✓ Ensure legal documents reflect current law.
- ✓ Ensure all documents are supervised by a Partner.
- ✓ Use an approved precedent where practicable instead of re-using an existing document.
- ✓ Use clear, simple terms and plain language in client communications. Adopt a Q&A format where appropriate.
- ✓ Use a summary for long advices.