

BE

OUTSTANDING

MEMORABLE

BENESCH

AT BENESCH,

we are committed to providing an unmatched level of service to all of our clients and to one another. When a client chooses to partner with Benesch, that client will receive top-level service from every member of the Benesch team, over and above the expectation for outstanding legal advice and advocacy.

First In Service

▶ All Benesch team members share a common purpose to create the finest legal experience for all of our clients. This means providing unmatched quality service to each client as well as to one another. This is what unites us.

Our clients hire us to provide excellent legal advice and advocacy—that's the product we sell. When we deliver that product, we've fulfilled their purchase, but we haven't done something exceptional. To differentiate ourselves from other law firms, we must provide more. That something more is service.

Service is everything we do for our external clients and for our colleagues—our internal clients—beyond providing legal advice and advocacy. Service is our attentiveness. It's our positive attitude. It's our ability to anticipate needs and deliver something meaningful before we are even asked. This is what sets us apart from other law firms. It's the reason clients choose to work with us, and it's how we retain our team members.

Everyone at Benesch must understand the role we all have in client service and our collective responsibility to ensure that we consistently exceed our clients' expectations. At Benesch, we aim to deliver an experience our clients will remember because it's exceptional, going beyond what they need and want from a law firm.

This means continuously providing innovative thinking, hard work, and focus. It means standing above the competition by living out our shared purpose and values. It means constantly striving to Be Outstanding. Be Memorable. Be Benesch.

We will create the
finest legal experience
for all of our clients.

This is our common purpose and is what we strive to achieve every day. 

► **BE BENESCH.** It's the way we operate each day, at each of our locations, with each other and with our clients. It's how we deliver on our common purpose and is our promise in all that we do.

BE

BUILD TRUST

Trust nurtures relationships with others and transforms these relationships into partnerships. At Benesch, we understand the need to be dependable and reliable. When we say we will do something, we follow through.

EXCEED EXPECTATIONS

We are committed to providing our clients with the highest-quality legal advice and representation that exceeds expectations. We know that teamwork is essential. We expect more from ourselves and our team to ensure that we are constantly going above and beyond to better serve our clients. We remain readily accessible to our clients, view them as our partners, and make their objectives our objectives. And, we approach each task with a sense of urgency, striving to deliver value at every turn, even without request. Each and every day, Benesch aims to be memorable and go the extra mile for our clients.

BE
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BOOST RESPONSIVENESS

There's only so much time in a day, yet time is one of the most important things we can give to each other. We understand this and strive to consistently provide timely responses. We remember that our colleagues are our internal clients. While we may not always be able to fully address a matter immediately, we can and will acknowledge inquiries when received and provide a timeline for response. We will be accessible to one another and to our external clients. We recognize that making time for one another is a reflection of the quality and usefulness of the services we provide.

EXHIBIT RESPECT

At Benesch, we believe in a culture of respect. Everyone on our team has unique ability, skills, and qualities, and each contributes to our firm's overall success. We recognize that everyone's time, skills, and opinions matter. We take great pride in what we do, and we treat each other and our clients the way we wish to be treated.

NOTICE OTHERS

Feeling appreciated can make all the difference. We are grateful for the hard work of our team and the strong relationships we have with our clients. We care about the success of all and foster an environment where everyone is valued and rewarded for their efforts.

ESTABLISH STRONG RELATIONSHIPS

We make every effort to build and nurture strong and enduring relationships with our clients and each other. We do this by making ourselves available to one another and to our clients, willfully giving not only our time, but also our energy and passion. We spend time getting to know our clients and one another, in order to become trusted advisors who anticipate needs and wants so we can deliver results even before being asked.

SOLVE PROBLEMS

As a law firm, our brand is defined by our ability to present innovative and value-driven solutions to our clients' problems. Quality service requires creative thinking, hard work, and focus. At Benesch, we work together to find the answers our clients need so we can continue to deliver effective solutions and work product time and time again.

COMMUNICATE EFFECTIVELY

Communication is the cornerstone of any successful relationship. Benesch focuses on open communication among team members and clients, committing to clearly articulated objectives, expectations, and deadlines. We work to avoid surprises and keep clients advised of legal developments related to their legal matters and their businesses generally. For this reason, when clients partner with Benesch, they can rest assured that the lines of communication will always be open and that they will be kept in the loop at all times.

HOLD OURSELVES ACCOUNTABLE

At Benesch, we hold ourselves and each other accountable to the firm's common purpose and our pledge to always Be Benesch. All team members accept responsibility for client service and are committed to doing our jobs to the best of our abilities and giving our all on every project.

Everyone at Benesch works consistently to carry out our mission of providing first-rate legal service through vigorous and effective representation, personal attention, and professional diligence. By doing this and working every day to Be Outstanding, Be Memorable, Be Benesch, we are confident that we will deliver on our common purpose, exceed the expectations of our valued clients, preserve our brand, and achieve our vision for the future.

THIS IS OUR COMMITMENT.

Benesch