B 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.

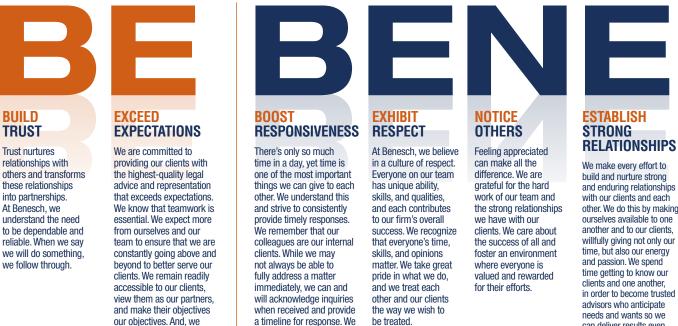
This means continuously providing innovative thinking, hard work, and focus. It means standing above the competition by living out our shared purpose and values. It means constantly striving to Be Outstanding. Be Memorable. Be Benesch.

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. Benesch



**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.



will be accessible to one

that making time for one

another is a reflection of

the quality and usefulness

of the services we provide.

clients. We recognize

another and to our external

## ESTABLISH

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 aetting 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 valuedriven 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.

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 iobs to the best of our abilities and giving our

all on every project.

HOLD

**OURSELVES** 



approach each task with a

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.

sense of urgency, striving to

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.

