



October 19, 2005

Your inquiry as to our business experience together is an interesting one. I've never been asked to respond to such a question, nor have I ever given much thought about it. Since you have brought this matter to the forefront of my attention, I have pondered on our relationship.

I can say with all sincerity that working with you has been quite enjoyable. You confront your work in a most professional manner but yet are able to emit warm, sincere feelings of concern for my interests in whatever matters are at hand. You take a personal interest in my concerns and needs. Other firms that I have dealt with reflect an attitude of "business only" whereby, everything is black and white and there is no gray. They come across as cold, matter-of-fact companies.

The biggest concern that I have when dealing with law firms is their lack of expediency in solving matters. Seemingly, they give their top priority to 'billable hours.' Any project that I have given you is handled in a swift, timely manner, which is of utmost importance to me. Should the costs involved be of concern, you have shown you are willing to work with me to reduce the fees incurred. Once again, showing your understanding and compassion to your client in lieu of making a higher profit for yourself. This is very rare to find in other law firms that I have dealt with in the past.

In conclusion, I think the best way to 'build a business' is by word of mouth. One can advertise all day long, but what potential clients want to hear is how your current clients feel about you. I would be more than happy to be used as a reference should you desire to need one.