

Client Bill of Rights

As our client you are entitled to:

1. Professional, prompt, and courteous service at all times, from us, our staff and our company.
2. Integrity and honesty.
3. Your needs are met with meaningful solutions.

Once you are our client we are on retainer for the life of our partnership. We will work for you seven days a week, twenty-four hours a day.

As your partner these are our rights:

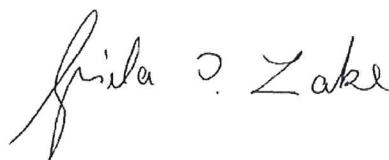
1. If we perform to your satisfaction and standards, then we would like to meet some of the people you know. We want you to be comfortable giving us referrals. We work hard to deserve your referrals, and we will never embarrass you.
2. Additionally, we are entitled to both positive and negative feedback. Most industries or professions have poor feedback systems. All too often we only hear the bad news. Of course, we want to know when you're upset, but we also need to know what is working well.

Your Future is Our Business. We look forward to becoming and remaining your partner.

Sincerely,



Larry Krause



Gisela Lake