

Client Service Commitments

At BakerHostetler, exceptional client service is a core value and must always come first. We recommit to you that we will provide unparalleled client service. We are with you every step of the way to help you protect your enterprise and achieve your strategic goals. These commitments are ingrained in the culture and fabric of BakerHostetler, at every level, encompassing every client service touchpoint.

BakerHostetler's focus on providing exceptional client service is embodied in our five commitments to you, our clients:

1. Highest-Quality Service

Our high-performing teams approach matters with the highest quality legal services, bringing thought leadership and creativity to every client engagement. We collaborate with you to assemble diverse teams with the expertise to provide multifaceted solutions to your legal matters. We always provide practical guidance with a goal-oriented approach.

2. Effective Matter Management

We are mindful of your legal, financial, and business expectations, always with the aim to be in total lockstep with you on those expectations. Knowing that details are critical and that your expectations and objectives can change, we proactively communicate with you and timely respond to your communications in the manner you prefer to ensure trust and confidence in our relationship.

3. Invested Partnerships

We are immersed in the industries and communities in which you operate, which includes understanding the unique and nuanced issues your business faces. This knowledge and understanding help us deliver tailored legal advice and anticipate your legal needs as an extension of your operations. We understand your goals—both business and legal—and partner with you to achieve those goals.

4. Innovative Approach to Legal Services

We have a dedicated team of technology professionals embedded in the firm, advising on the way we innovatively approach the management of legal work, pricing and business solutions. We are committed to delivering cutting-edge results, in step with emerging technology and the law.

5. Value Add

We are committed to going above and beyond for you. We provide you with a portfolio of value-added services to keep you ahead of the curve. This tailored suite of services includes bespoke outreach on issues that could impact your business and that matter the most to you.

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BakerHostetler helps clients around the world address their most complex and critical business and regulatory issues. Our highly ranked attorneys deliver sophisticated counsel and outstanding client service. We have six core practice groups – Business, Digital Assets and Data Management, Intellectual Property, Labor and Employment, Litigation and Tax – and more than 1,000 lawyers coast to coast. For more information, visit bakerlaw.com.

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