



DELIVERING STRATEGIC SOLUTIONS ACCA'S 2000 ANNUAL MEETING

House Counsel Client Satisfaction Survey Please rate House Counsel in response to the questions below using the appropriate number for your response, and describe the reasons for your rating- If necessary, please provide comments and/or suggestions about ways in which we could improve.

Rating Scale: 5 Nearly Always 4 Most of the Time 3 Usually 2 Occasionally 1 Rarely N/A Does not Apply I.
File Handling

1. Is House Counsel's acknowledgment of receipt of the file and drafting of responsive pleadings, where required, timely and responsive? Score:

Comments:

2. Does House Counsel adequately identify relevant factual and legal issues?

Score:

Comments:

3. Does House Counsel attempt to avoid unnecessary investigation and only recommend additional investigation where appropriate?

Score:

Comments:

4. Does House Counsel attempt to avoid unnecessary discovery and only conduct discovery which it believes is appropriate and necessary for the defense of the insured client'?

Score:

Comments:

II. Specialized Research/Training

5. Does House Counsel provide support to Claims by completing research of specific areas of procedural law , substantive law, newly instituted court programs and procedures, coverage questions, or unusual claims situations?

Score:

Comments:

6. Does House Counsel provide support to Claims by conducting training classes dealing with specific areas

of procedural law, substantive law, newly instituted court programs and procedures, coverage questions, or unusual claims situations?

Score:

Comments:

EXHIBIT "B"

III. Communication

7. Does House Counsel communicate significant items to Claims in a timely and responsive manner?

Score:

Comments:

8. Does House Counsel work with claims in a spirit of cooperation and teamwork?

Score:

Comments:

9. When problems arise, are you comfortable that you can communicate with the appropriate level of House Counsel management to try to resolve the problem?

Score:

Comments:

10. Is House Counsel generally accessible to Claims, and do we return telephone calls in a timely and responsive manner?

When there are disagreements between House counsel and claims, are they dealt with openly and directly?

Score:

Comments:

IV. Our People (Attorneys and Support Staff)

12. Do you have trust and confidence in House Counsel associates with whom you work?

Score:

Comments:

13. Do House Counsel associates conduct themselves with integrity and professionalism?

Score:

Comments:

14. Are we considerate and accommodating to you/your staff?

Score:

Comments:

FCO Conducting Survey:

House Counsel Office Surveyed:

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