

Helping our clients to achieve

Press Release

Title: Clients give Phillips top marks

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by **Pam Whittle, marketing manager**

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“A first class service – could find no fault” is the overwhelming message coming from a recent client survey conducted among Phillips’ clients, says Pam Whittle, marketing manager at Phillips Solicitors. Out of 137 clients surveyed, a staggering 92% paid the firm a resounding compliment; giving top scores throughout, representing ‘excellent or very good’ for the services they have received.

‘What is coming over loud and clear’ says Pam ‘is that our clients have confidence in our solicitors, they value our clear explanations and value for money.’ But beyond the measurable aspects of our legal services are the softer skills that differentiate us from other firms. All our clients come to us with a legal issue and don’t always know what to expect, so the ‘experience’ they receive matters a great deal. They know we have the skills and knowledge to look after their matters but what they really value is how we ‘smooth’ the journey for them and make painful situations easier to deal with. Here are just some of our client testimonials:

‘Just keep doing what you’re doing!’

‘Phillips will always be my first choice.’

‘Surpassed all my expectations and gave me a far better outcome than I could have anticipated.’

‘Keep doing the same, you’re the best in Basingstoke.’

‘I was very pleased with ease and rapidity of the communications with Phillips.’

‘You made my confusing and complicated conveyancing case run like clockwork’

‘Excellent service in every way, can’t speak highly enough of your solicitors.’

In conclusion Pam says ‘It is a real tribute to the quality of our lawyers and service that, of the clients surveyed, 100% said that they would or already had recommended Phillips. However, we are never complacent and strive, always, to improve our services’ www.phillips-law.co.uk

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