



In September 2003, Stites & Harbison mailed Client Satisfaction Survey questionnaires to 457 of our firm's clients. We wanted to hear directly from you how we are doing in providing exceptional service.

This brochure captures a sample of what you said about us.

Kennedy Helm III
Chairman, Stites & Harbison PLLC

STITES & HARBISON PLLC
ATTORNEYS

For more information about Stites & Harbison, visit our Web site, www.stites.com, or e-mail us at general@stites.com

Many states require law firms to place the statement THIS IS AN ADVERTISEMENT on publications such as this. Tennessee law requires certain disclosures with regard to practice areas, as follows.

Certifications of Specialization are available to Tennessee lawyers in all areas of practice relating to or included in the areas of Civil Trial, Criminal Trial, Business Bankruptcy, Consumer Bankruptcy, Creditor's Rights, Medical Malpractice, Legal Malpractice, Accounting Malpractice, Elder Law, Estate Planning and Family Law. Listing of related or included practice areas herein does not constitute or imply a representation of certification of specialization.

The attorneys of Stites & Harbison are not certified as specialists in any practice area for which certification is available by the Tennessee Commission on Continuing Legal Education and Specialization, with the sole exception of Robert C. Goodrich, Jr., who is certified in Business Bankruptcy.

Other states, including Kentucky, do not recognize certifications of specialization.

What our clients said about us

A report card from Stites & Harbison's October 2003 Client Satisfaction Survey

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In a nutshell, you said:

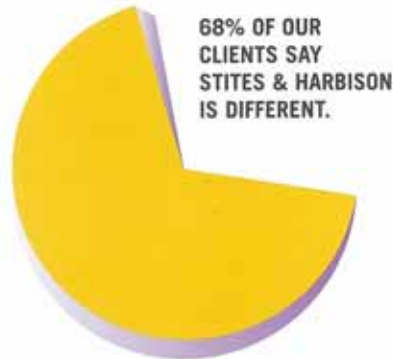
- Stites & Harbison is different from other law firms
- We're different because of our service and the high value we provide
- You'd recommend us to other business people

We're not perfect, but darned close (you said that, too). So, we're looking for ways to improve and to show you that we're serious about service.



Stites & Harbison is different...

- Do you feel Stites & Harbison is different from other law firms?



...because of our service

- The Stites & Harbison attorneys with whom I work most closely...

Disagree strongly	1	2	3	4	Agree strongly
Explain matters clearly in plain English					3.9
Return phone calls promptly					3.9
Are available and accessible					3.9
Bottom line, provide us with good results					3.8
Good understanding of my business/industry					3.8
Are good listeners					3.8
Offer practical "real world" advice					3.8
Keep me informed of the status of my case					3.8
Are meticulous and attentive to detail					3.8
Meet schedules, deadlines, commitments					3.7
Involve me sufficiently in key decisions					3.7
Work efficiently and are well organized					3.7
Are creative and resourceful					3.7

...and because of the high value we provide

- Comparing cost and benefits, please rate the overall value you've received from Stites & Harbison.



...and you would recommend us to others

- Would you recommend our firm to others in need of outside legal service?

