

# CLIENT BILL OF RIGHTS

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Our commitment to our clients' success is manifested in our Client Bill of Rights. A differentiating approach that serves as a framework for every client partnership.

1

**Regular feedback mechanisms** – formal and informal.

6

A commitment to the **highest quality, error-free work** at all times, on all levels.

2

A **properly staffed account**, with oversight by senior agency leader.

7

A **bias to action and proactivity** with ideas and information.

3

An agreed-upon **defined scope of services/deliverables** prior to beginning our relationship.

8

A culture of **timely responses** to your requests.

4

An **open, two-way dialog** to ensure there are no surprises in our relationship.

9

An agency partner that shares your **passion and commitment** for success at all times.

5

A guarantee that we will treat your budgets with **fiduciary responsibility**.

10

An agency that maintains a culture committed to **ethical behavior and ethically sound** client counsel.



**TREFOIL GROUP**

Marketing • Communications • Strategy