

NEWS

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WIGGIN AND DANA

Counsellors at Law

Wiggin and Dana LLP Named Client Service A-Team

Firm ranks across 13 client service categories in BTI's annual report

Wiggin and Dana LLP announced today that it has ranked among BTI Consulting Group's "Client Service A-Team". BTI published its findings in a 2008 report entitled, "The Survey of Client Service Performance for Law Firms: The BTI Client Services A-Team".

According to the report, Wiggin and Dana is among the top law firms to provide "superior client services and dedication to the client relationship." The firm ranked across thirteen categories in the annual report, including client focus; commitment to helping clients; understanding the client's business; breadth of services; advice on business issues; regional reputation; unprompted communications; keeping clients informed; legal skills; quality products; dealing with unexpected changes; agility in handling problems and anticipating client needs.

According to BTI, the BTI Client Services A-Team report is compiled based on interviews with more than 250 corporate counsel at large and Fortune 1000 companies, probing all aspects of client relationships. Participants are asked about their needs and priorities, the law firms they rely on and the quality of service they receive.

"We're pleased to be recognized for our strong commitment to client service across a broad range of categories," said Wiggin and Dana's Chair, Maureen Weaver. "Knowing the nod comes from our clients makes this a true honor."

Separately, BTI also named Jack Dunham, a partner in Wiggin and Dana's New Haven office, to its list of "Client All-Stars". According to BTI, appointees to the group are nominated by name, unprompted, by a client for superior client service. Mr. Dunham is a trial lawyer, with over twenty-five years of experience in franchise law. He is Chair of the American Bar Association Forum on Franchising, former Editor-in-Chief of the *ABA Franchise Law Journal*, and one of the four leading franchise lawyers in the United States according to *Chambers USA 2007*.

An Executive Summary of the BTI report can be downloaded at www.bticonsulting.com

Wiggin and Dana LLP is a full service firm serving clients domestically and abroad from offices in Stamford, New Haven and Hartford, Connecticut, New York and Philadelphia. For more information on the firm, visit its website at www.wiggin.com.

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