

Our Client Policy Statement

Dear reader,

In the following lines we outline our core policies with respect to clients and prospective clients. Accordingly, this document is designated to be your reference of what you can expect from us and an indication of what you will get, irrespective of whether you required it. Please remember, we will always adhere to the policies stated below.

Things we do:

- We work with diligence and care. We put our clients' interests before our own.
- We disclose all conflicts of interest to prospective clients as well as to existing clients whenever such conflicts of interest arise.
- We treat all client information as private. We retain confidentiality unless applicable law requires disclosure and such requirement can be effectively enforced.
- We maintain professional liability insurances for our law firm's partners and lawyers. The applicable compensation under such insurance is always our minimum liability to clients (where our liability can be engaged).
- We abide by the *Attorney's Code of Ethics*, adopted by the Bulgarian Supreme Bar Council.

Things we don't do:

- We do not take up work for which we do not have resources, time, appropriate qualification or experience in order to perform such work in accordance with the client's expectations.
- We do not make any situation look brighter than it actually is;
- We do not favour time at the expense of quality, unless required by the client or the circumstances;
- We do not provide advice or take action where such advice or action can be reasonably associated with an illegal goal, or with illegal means to a legitimate goal.

Sofia, 14 June 2010

Borislav Dimitrov

Managing Partner

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