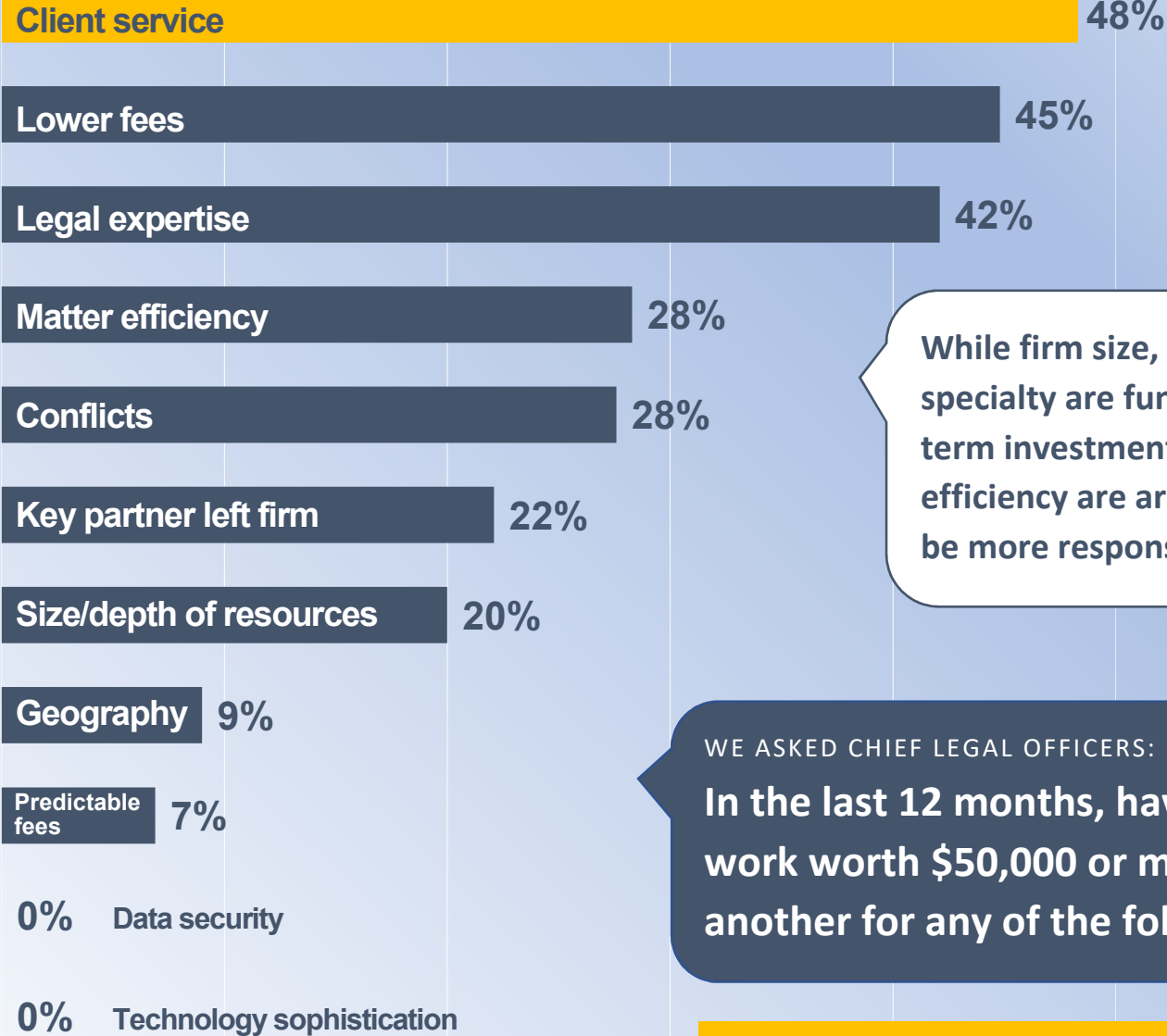


FOCUS ON:

Why Clients Switch Law Firms



A failure of client service drove about half of all client losses in 2017. These are avoidable errors.

While firm size, geographic scope and practice specialty are fundamentals that require long-term investment to change, pricing and efficiency are areas where firms can choose to be more responsive to client needs immediately.

WE ASKED CHIEF LEGAL OFFICERS:

In the last 12 months, have you shifted a portfolio of work worth \$50,000 or more from one law firm to another for any of the following reasons?

SOURCE: 2017 Chief Legal Officer Survey
www.altmanweil.com/CLO2017