

Frequently Asked Questions

Q. Why is Martindale-Hubbell® conducting Client Reviews?

- A. Martindale-Hubbell has engaged in extensive research with corporate counsel and other buyers of legal services. We developed Client Review in response to a market need for a third-party, unbiased resource that aggregates a wide range of objective and subjective data to assist in the evaluation, comparison and selection of outside counsel.

Q. How can law firms nominate client references to participate in the review process?

- A. You can submit your client nominations via our online Client Service Center, which is administered by the person at your firm who updates your firm's Martindale-Hubbell listing. For more information, e-mail cscinfo@martindale.com or call 1-800-945-4958.

Q. What is the cost to participate in Client Review?

- A. Client Review is provided at no cost to early adopter firms.

Q. What types of matters may be reviewed?

- A. Clients are invited to submit Client Reviews only on matters that are not pending with the subject law firm. Submission of a response to a Client Review survey requires that the client respondent represent that he/she or his/her employer has been a client of the subject law firm and that he/she is completing the Client Review on matters that are not pending.

Q. What actions is Martindale-Hubbell taking to verify that the nominated clients are legitimate?

- A. Client respondents affirm before submitting the completed Client Review that they have been clients of the firm.

Q. Do law firms have the option of approving Client Reviews before they are published on *martindale.com*®?

- A. After a minimum of three Client Reviews have been received for your firm, the responses will be aggregated and submitted to you for approval to publish on *martindale.com*. Your firm has the option of displaying

all or none of the Client Reviews. This display rule applies to all of a firm's published Client Reviews. When future Reviews become available for approval, if the firm chooses not to publish the newly added aggregated responses all previously published Reviews also will be removed from display on *martindale.com*.

With regard to the Additional Feedback question, however, your firm can selectively publish any or all of these narrative inputs, but you must have published Client Reviews in order for the Additional Feedback responses to be published.

Q. How many Client Reviews are required before being published on *martindale.com*?

- A. Client Reviews are aggregated and published on *martindale.com* when a minimum of three reviews has been approved for publication.

Q. Is there a limit to the number of Client Reviews that a firm can have?

- A. No. The greater the number of reviews, the more value in-house counsel and other buyers of legal services will derive from the information.

Q. Are Client Reviews anonymous?

- A. Identities of individuals completing Client Reviews are not shared with the nominating firm and are not published. This allows client participants to provide candid assessments of their firms. However, Martindale-Hubbell will display a demographic summary of respondents who have completed Client Reviews for each firm and it could be possible to ascertain identities of respondents from this summary data.

Q. What if Client Reviews are not published for a specific firm?

- A. Martindale-Hubbell does not undertake to develop Client Reviews for all firms. Therefore, the fact that a firm has not been reviewed should not be construed as unfavorable.

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Martindale-Hubbell® Client Review

Q. What type of clients can firms nominate to participate in Client Reviews?

- A. Firms may nominate references from a corporate/business entity or law firm—they cannot be private individuals.

Q. How current are the Client Reviews that are published on *martindale.com*?

- A. Client Reviews that are over twenty-four months old will be archived and will not be accessible from the primary Client Review screen on *martindale.com*.

Q. Does a law firm have to subscribe to Martindale-Hubbell to participate in Client Review?

- A. No. Martindale-Hubbell conducts Client Reviews as a service to the bar, so any firm is eligible to participate. However, if a firm is not a subscriber, we will not be able to display the review data on *martindale.com*.

Q. Can a lawyer or law firm promote their Client Reviews in press releases or other marketing materials?

- A. Yes.

Q. What is the scope of Client Review?

- A. Client Reviews will be conducted worldwide for firms of all sizes.

Q. Whom do I contact if I have a question about pending reviews?

- A. To review the status of pending reviews send a detailed e-mail to clientreview@martindale.com.

Q. I have more questions about the Client Review process; whom do I contact?

- A. You may contact your Client Development Solutions Specialist or call the numbers indicated below for additional information on Client Review.

United States: 1-800-526-4902, ext. 6789

or + 1-908-665-6789

Canada: +1 403 870 6455

International: +44 (0) 20 7347 3700

E-mail: clientreview@martindale.com

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