

**GUARANTEES OFFERED BY**  
**MAX GARDNER LAW**

While we cannot guarantee any specific results in your case, there are a number of guarantees that are offered to the clients of **Max Gardner Law**.

**WE GUARANTEE** that if you have not filed another bankruptcy case within the last 12 months that was dismissed, that the filing of a new bankruptcy case by our office will automatically stop all foreclosures, repossessions, claim and delivery cases, court proceedings (other than criminal prosecutions), **and** garnishments.

**WE GUARANTEE** that threats, collection calls, bills, statements, demand letters, and general creditor harassment **must cease upon proper notice of your bankruptcy filing to your creditors**.

**WE GUARANTEE** that if any of your creditors fail to comply with any of the Bankruptcy Laws or with any relevant non-bankruptcy law after proper notice from our firm, then we will file a lawsuit against those creditors before the Bankruptcy Court and that we will enforce all of your available rights.

**WE GUARANTEE** that any such actions shall be undertaken at no costs whatsoever to you since we file all such cases under the Contingency Fee Agreement **which is signed by you and Max Gardner**. This Agreement clearly says that our fees and expenses will be paid from any settlement or judgment and that if we do not get any money from your creditors, then you do not owe us any money for our fees and expenses.

**WE GUARANTEE** that if we recover any monetary damages in any such action, then you will receive no less than half of the amount recovered regardless of the amount of our legal fees and expenses.

**WE GUARANTEE** the quality of our legal services. You can be sure that all legal work that comes from this office will be of the highest possible caliber. If you ever find anything that does not meet your needs or expectations, please bring it to our attention. We will **address** the situation immediately. We encourage clients to advise us of any problems so that we can continue to improve our services. Nobody is perfect but everybody can try to be.

**WE GUARANTEE** to return your phone calls **in a timely manner**. For a positive, productive lawyer/client relationship, we must communicate openly and freely with each other. **Max Gardner** will take calls at any time provided that **he is** in **his** office and otherwise available. Max Gardner typically returns calls between the hours of 8:00 a.m. and 9:30 a.m. and 5:00 p.m. and 6:30 p.m. Monday through Friday. As a result, when you leave a return number, you should leave one where you can be reached during these designated times. If Mr. Gardner is in trial or otherwise detained by depositions, discovery, or travel, then one of his legal assistants will call you and attempt to resolve your problem. Mr. Gardner is involved in consumer bankruptcy cases throughout the United States and as a result his travel schedule is substantial to say the very least. If your problem cannot be resolved by a legal assistant, then the legal assistant will schedule a time when you can speak with Mr. Gardner or will schedule an office visit for him.

**WE GUARANTEE** that any **email** that you send to Max Gardner or will be answered before the close of business on the day it is transmitted. **Max Gardner checks his** emails many times each day whether **he is** in the office, in travel, or in another state working on a consumer bankruptcy case. **Email is the preferred method of communication** and it will always guarantee the quickest response. Max Gardner's email address is maxgardner@maxgardner.com.

**WE GUARANTEE** to always have a lawyer or a competent legal assistant available to serve you. If you need help right away, a lawyer or a trained legal assistant who can help you is available during business hours (9:00 a.m. to 5:00 p.m. Monday through Friday). We guarantee you the best possible service and we'll be glad to hear from you. If you have an important matter, we urge you not to wait until the last minute to contact us. While we can put out a lot of fires, we cannot guarantee that every fire can be extinguished especially when he have little or no prior notice of the potential problem. We have hundreds of clients and therefore expect each one to give us adequate prior notice of any potential problem related to their case.

**WE GUARANTEE** to meet all deadlines. Few things are as frustrating as deadlines that are not met. A missed deadline can do a lot to undermine a good lawyer/client relationship. What's more, we want you to know that you can trust what we tell you, and meeting a deadline is important. So we guarantee to complete all promised work on time. At the same time, we expect you to provide all documents that we request or that the Trustee may request on a timely basis, to keep all scheduled office visits, to return all of our calls on a timely basis, to appear at all court hearings, to comply with all directives of the Bankruptcy Trustee and Court, and to otherwise apply the rule of due diligence to your case.

**WE GUARANTEE** the fee we quoted you. No one likes financial surprises. That is why for every possible legal matter in your case we have provided you with a written fee. No matter how long it takes us, it will never cost you one penny more than is set forth in these written agreements. Once we quote a fee, and agree to a fee, then we stick to it, no matter what. You can depend on it.

**WE GUARANTEE** you will always receive the highest level of personal care and attention. No one likes to be thought of as a case number. Every person in our office is here for one purpose: to serve you. If you do not receive the close personal care attention you want, nothing else matters. Max Gardner's motto is to treat each client the way he would want to be treated if he were the client and not the lawyer. When you are our client, you become part of our family. And we guarantee you'll receive the best we can offer. We are not perfect, just like the members of your family, so we do make mistakes from time to time. We therefore encourage clients to bring these mistakes to our attention so that we can correct any problems.

**WE GUARANTEE** to communicate with you in writing regarding every important matter in your case. You deserve to be kept current on the progress of your case. So, without fail, we will mail you a written copy of every document that we produce or receive regarding your case. We will not settle or resolve any matter without your prior consent or subject to your final consent and approval. Good communication is the key to a good working relationship with your lawyer. And we intend to make sure that your relationship with our firm is the best you have ever had ... or ever will have. You in turn must communicate with us about any problems you may have with your case, your plan payments, any mortgage payments, or with any creditors or collection agencies.

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