

## **Service Level Agreement – Neville & Co**

To maintain consistent reliable and appropriate levels of communication with our clients we have committed to providing our clients with the following response times for the various forms of communication we receive from our clients and other parties. If we fail to meet any of these response times we would be grateful if you would notify Peter Nevile so we can address the process to correct the situation.

	<b>TIME</b>
➤ Response to letters	48 Hours
➤ Response to faxes	48 Hours
➤ Response to emails	24 Hours
➤ Response to telephone calls	Within half a day – if a telephone call is received between 9am – 1pm by 5pm the same day, if a telephone call is received between 2pm – 5pm before 1pm the next day
➤ Initial letter sent to client for all new matters	24 hours from the time of instructions