

# *The Alabama Bonding Company Clients Bill Of Rights*

*Restated and approved at Montgomery, Alabama, on Tuesday, the first day of January, one thousand nineteen hundred and ninety-one.*

*The undersigned officers and more than thirty employees of Alabama Bonding Company, Inc., express a desire to clearly state the principles and ideals which guide all of us at Alabama Bonding Company in our relationship with our clients.*

*We feel this unusual step is necessary at this time because we find ourselves at a unique time in our lives... both as individuals and as a customer... frequently dissatisfied with the way we are treated. Lack of interest, discourteousness, bad service, and just plain bad manners are too common.*

*We can't tell others how to run their business (except by not adopting their policies and procedures), but we can and will run Alabama Bonding Company, Inc., as we feel a business should be run. Therefore, the following is a list of what we consider to be the inalienable rights of our clients. We expect to be held to account whenever we deny any of these rights to any customer:*

- 1. As a client, you are entitled to be treated like a real human being... with friendliness, honesty, and respect.*
- 2. As a client, you are entitled to full value for your money. When you receive a service, you should feel that it is a good value and that the service is exactly as it was represented to be.*
- 3. As a client, you are entitled to confidential and professional services. This is especially true by the nature of our chosen industry.*
- 4. As a client, you are entitled to prompt service, unless otherwise indicated due to circumstances of your individual problems. In the event of a delay, you are entitled to an explanation from us as to what the circumstances entailed.*
- 5. As a client, you are entitled to complete, courteous, knowledgeable answers on inquiries. You are entitled to all the help we can give in finding the answers or information you need.*
- 6. As a client, you are entitled to the privilege of being an individual and dealing with individuals. If there is a question on your service, you are entitled to talk with or correspond with another representative of our company so the problems can be resolved immediately with a mutually satisfactory term or consideration.*
- 7. As a client, you are entitled to be treated exactly as we would want to be treated if we were your client.*

*Cordially yours,*



*Peggy Durell  
Vice President*



*David D. Durell  
President*