

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