



Client Bill of Rights

At RCA Global we take great pride in providing our clients with world-class service and results. Meeting the individual needs of our clients is our chief concern, and we expect our employees as well as our industry partners to abide by the same standard. To ensure that every client is treated in a fair and ethical manner we have made the following promises below, henceforth known as our *Client Bill of Rights*, rooted in our enduring belief that every client has both important rights and responsibilities.

As our client, YOU have the right to expect from US:

1. High Integrity:
 - a. Honest, ethical and transparent.
 - b. Trustworthy...Do the right thing, every time!
 - c. Represent the Client's interests ahead of self or others.
 - d. Disclosure of known, or potential, conflicts of interest.
 - e. Privacy and confidentiality respected, protected and managed responsibly.
 - f. Keep promises and deliver as expected.
 - g. Acknowledge and take responsibility for mistakes or errors.
 - h. Committed and steadfast throughout the entire engagement.
2. Client Advocacy:
 - a. Fiercely protect Client's interests from potential abuses, threats or unqualified advice.
 - b. Act as an intermediary between client and other service providers to bring about agreement, consensus, or reconciliation.
 - c. Encourage and respect family and/or other Client support systems.
 - d. Respectfully and professionally collaborate with client's other service providers.
3. Open Communication:
 - a. Two-way communication with feedback loop.
 - b. Timely and relevant, and respect Client's preferred method of communication.
 - c. Direct, professional, and respectful.
 - d. Forthright and honest, not just what Client wants to hear.
 - e. Be patient when explaining complex concepts or topics.

4. Dependable Service:
 - a. Responsive, reliable, and resolute.
 - b. Proactive, resourceful, and best-in-class follow-through.
 - c. Consistent client service experience from all company employees.
5. Exemplary Results:
 - a. As proposed, on time, and within budget.
 - b. Solution oriented.
 - c. Deliver creative, “outside the box” strategies and problem solving.
 - d. Celebrate successes.
6. Strong Client Relations:
 - a. Non-judgmental, humble, and supportive.
 - b. Reduce Client’s stress and anxiety.
 - c. Identify and mitigate Client’s risks and liabilities.
 - d. Encourage, listen, and validate questions, concerns, and comments.
 - e. Client feedback is acted on...implemented thoroughly, decisively and timely.
7. Unparalleled Expertise:
 - a. Exhibit high-levels of industry-specific expertise and proficiency.
 - b. Broad general knowledge of industry-related subject matter.
 - c. Experienced, prudent, and exercises sound judgment.
8. Rigorous Project Management:
 - a. Ongoing monitoring and oversight.
 - b. Detailed project or implementation timeline and checklist.
 - c. Timely communication of project challenges or complications including recommended action items.
 - d. Frequent updates of project status and timeline.
9. Bona fide Fees:
 - a. Judicious and sensible.
 - b. Scope of services and related fees are clear, understood and agreed to prior to commencement.
 - c. New or additional charges or fees are satisfactorily communicated (why and how much) and require Client pre-approval.
 - d. Invoicing and payment processing is easily understood, convenient, and user friendly.

As our client, WE have the right to expect from YOU:

1. Able Partner:
 - a. Open, honest, and forthcoming.
 - b. Vigilant, yet trusting.
 - c. Willing to get outside comfort zone.

- d. Fully and accurately provide personal, financial, and/or other important documents and information.
 - e. Promptly share any changes in personal, professional, or financial status.
 - f. Substantively share personal and professional vision, desires, and goals.
- 2. Candid Communication:
 - a. Ask questions until thoroughly satisfied.
 - b. Raise issues or concerns early, as they arise. Don't wait!
 - c. Open to frank discussions, even if it's not what you want to hear.
 - d. Ask for help!
- 3. Committed Action:
 - a. Must understand and be comfortable with strategy, risks, and costs.
 - b. Work within your unique decision-making process or approach.
 - c. Acknowledge and address any potential obstacles or limitations to future decision making.
 - d. Embrace the principle of "perfect is the enemy of good."
- 4. Desired Outcome:
 - a. Have joy in your heart!
 - b. Be content and fulfilled.

Statement of Commitment:

I, having read the above Bill of Rights, do hereby acknowledge those rights and pledge to do my very best to honor and fulfill them.

Client

Date