

**HINSHAW & CULBERTSON, LLP RISK MANAGEMENT E-MAIL REMINDERS –  
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**Do you take on clients who have unrealistic expectations?**

Clients complain when they do not get what they expect. Lawyers who want to avoid claims of malpractice or professional misconduct should tune into the expectations of their clients.

If the client's expectations are unreasonable, explain to the client what his or her expectations should be – what is reasonably attainable, what is not, and why. If the client's expectations are unshakable, it is usually best to decline the representation or, if it has already commenced, terminate it. No amount of good lawyering will ever completely satisfy such a client. If termination of the relationship is impossible or inappropriate under the circumstances, at least make a written record of the client's refusal to accept sound legal advice.

The lawyers' risk management web site, <http://www.lawyeringlaw.com>, provided to you by Westport as a value added service, contains articles related to the topic of communications with clients, such as "Clients Focus Wrath on Unmet Expectations," "Get Picky with Client Selection," and "The Art of Client Selection and Termination." Check out the web site for risk management tips on dealing with client who have unrealistic expectations.