

Brooks Pierce Partner Recognized for Exceptional Client Service

Ben Norman one of just five attorneys recognized in North Carolina February 24, 2015

Ben Norman, a partner in the Greensboro office of Brooks Pierce, has been recognized as a BTI Client Service All-Star for 2015. Published annually by BTI Consulting, the guide recognizes attorneys who have been nominated by corporate counsel for their exceptional client service.

The 354 individual attorneys recognized in the 2015 report are the result of nearly 320 in-depth, independent interviews with legal decision makers at companies with more than \$1 billion in revenue. Attorneys cannot lobby to be added to the list and law firms cannot provide names of clients to be contacted. Norman was one of only five North Carolina attorneys included in the report.

"I am deeply honored and humbled by this recognition from BTI Consulting," said Norman. "This recognition reflects what I've learned practicing law for the last 10 years at Brooks Pierce. Here, excellent service is the expectation, not the exception."

Earlier this year, Brooks Pierce was recognized in the BTI Client Service A-Team 2015, an annual report of law firms considered by clients to deliver the highest levels of service.

"To say that you are a lawyer is to say you are a 'client server.' That's the job. This national recognition says that Ben Norman is getting the job done at a high level," said Ed Winslow, managing partner of Brooks Pierce. "We are very proud of Ben, particularly because this recognition came unsolicited from Ben's clients, not from Brooks Pierce; and because Ben is one of only five lawyers in North Carolina and 354 in the country, regardless of age or practice, who made the grade. Well done, Ben!"

Norman is a seasoned litigator who represents clients in state and federal trial and appellate courts, including the North Carolina Business Court. While most of his work involves failed business relationships, typically involving claims of breach of contract, fraud and unfair or deceptive trade practices, Norman has significant experience in a wide range of litigation, including tax controversies. A former law clerk in the North Carolina Business Court, Norman has represented clients in dozens of matters in the Business Court, and avidly follows its opinions.

BTI is a leading provider of client feedback research to legal and professional service firms. The All-Stars is a data-driven ranking based solely on in-depth interviews with leading legal decision makers. The research is independent and unbiased—no law firm or organization

other than BTI sponsors this study. No law firm or attorney influences the results, submits nominations, or provides client names to BTI. For more information about the BTI Client Service All-Star methodology, visit <http://www.bticlientserviceallstars.com/methodology/>.