



*Conveyancing Works when Communication Works*

## SERVICE COMMITMENT

At Conveyancing Works Solicitors, we embody a culture where the quality of every interaction defines our success. Our primary concern is to respond to the needs of our clients and other stakeholders with a level of excellence in communication that we are proud to be judged on.

### Our Service Commitment to you is:

- ✓ To utilize our **extensive experience** as Queensland's Leading Conveyancing Specialist to ensure the best outcome for you.
- ✓ To provide **fixed price quotes** and general contract advice.
- ✓ To **respond promptly** to clients on receipt of contract.
- ✓ To **keep all parties informed** at every step of the transaction.
- ✓ To **quickly advise** all parties on matters that require urgent attention to **ensure the contract progresses** to a satisfactory conclusion.
- ✓ To **inform you** of the relevant options available to you.
- ✓ To **answer phones** and emails in a **prompt and efficient manner**.
- ✓ To **return communications** whether by phone fax or email **within two hours**.
- ✓ To provide **courteous and attentive service** to all who interact with Conveyancing Works Solicitors.

Should we fail to perform in any of the above areas, I invite you to communicate your concerns by contacting me.



I've lived my life by the basic principles of mutual respect, dignity and a strong service ethos. As the new Principal of Conveyancing Works Solicitors, I require nothing less from my people.

This is my commitment to you!

**John Jakovac**

A handwritten signature in black ink, appearing to read 'John Jakovac', written over a light blue horizontal line.

**Principal**

Service Commitment