



# Client Delighters

How Tools and Tech Drive  
Premium Relationships

April 2025

**Seyfarth Shaw LLP**

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**the challenge.**  
**the reality.**  
**the solution.**



# Rates

## Big Law Rates Are Rising

- Am Law 100 Rates climbed 9% or more each of the last two years
- How do big law firms continue to “make the case” that they are worth their rates?
  - Excellence / Quality ?
  - Winning / Outcomes ?
  - Outstanding Client Service ?

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“

***The most expensive lawyer  
you can hire is often the one  
with the lowest rate.***

”

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# Client Delighters



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“

***This is not ‘Field of Dreams’...***

***There’s no such thing as ‘If you build it,  
[they] will come.’***

”

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“

***It's free. And if you can't sell 'free'...  
maybe this job isn't for you.***

”

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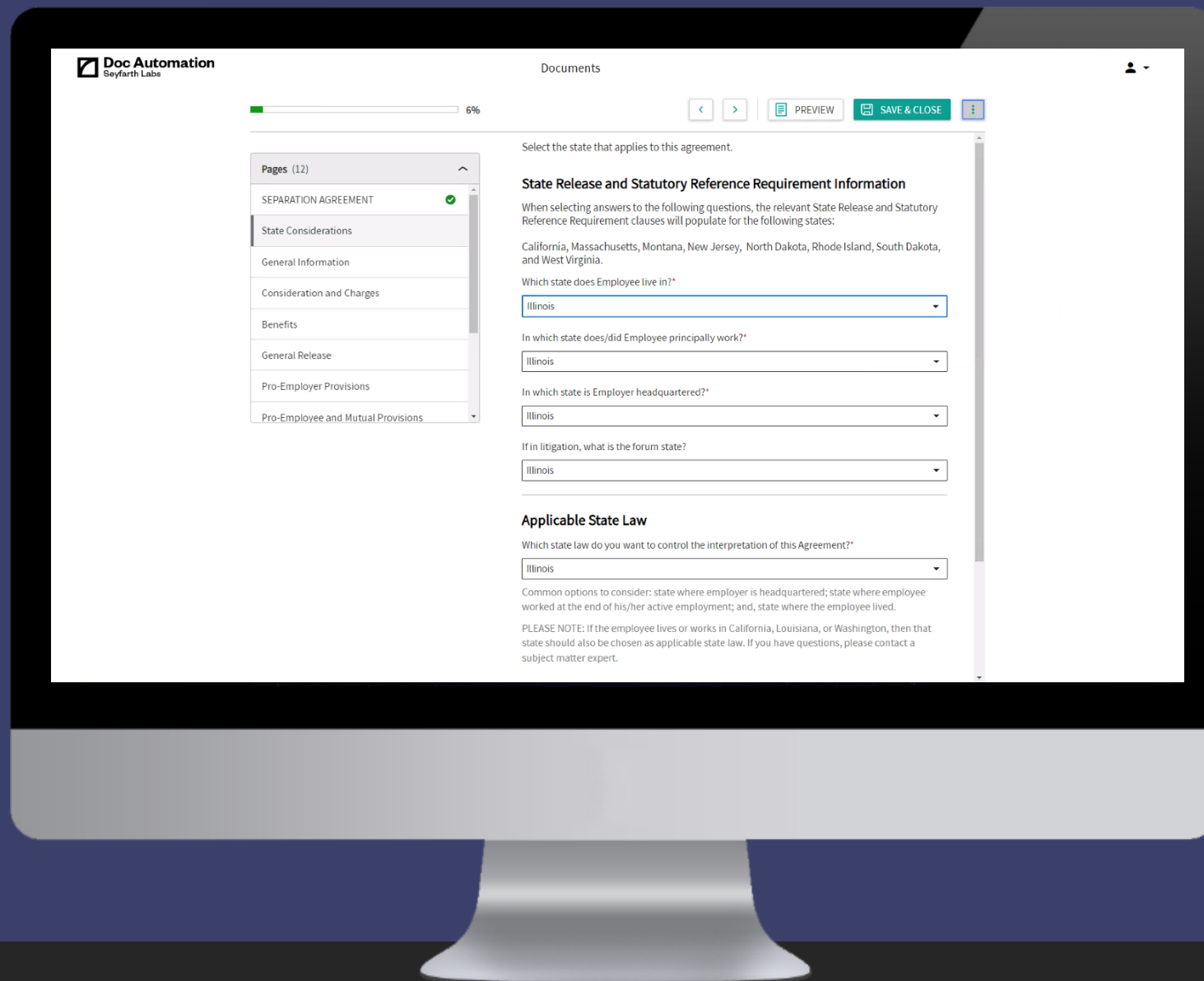
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“

***Advice is premium.  
Insights are free.***

”

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Attorneys or Clients  
fill out an online  
questionnaire to build  
a contract.

Document output can  
be tailored to specific  
local laws based on  
user input on  
questionnaire.

15%



PREVIEW

SAVE & CLOSE



**Warnings** ⚠️ 1

⚠️ Warning! If the employee lives or works in California, Louisiana, or Washington, then that state should also be chosen as applicable state law.

- Which state does Employee live in?
- In which state does/did Employee prin...
- Which state law do you want to contro...

**Pages** (12)

SEPARATION AGREEMENT



State Considerations



General Information



Consideration and Charges

Benefits

General Release

Select the state that applies to this agreement.

**State Release and Statutory Reference Requirement Information**

When selecting answers to the following questions, the relevant State Release and Statutory Reference Requirement clauses will populate for the following states:

California, Massachusetts, Montana, New Jersey, North Dakota, Rhode Island, South Dakota, and West Virginia.

Which state does Employee live in?\*

California

In which state does/did Employee principally work?\*

California

In which state is Employer headquartered?\*

Illinois

If in litigation, what is the forum state?

California

**Applicable State Law**

Which state law do you want to control the interpretation of this Agreement?\*


Illinois

Build in State-Specific or  
Situation-Specific  
Language

Request
Waiting for Signature
Executed

Document Reference: 2020-SETAGT-000007  
Document Status: Incomplete  
Current Owner: Alfano, Christopher M  
Complete: No

### Documents

Name	Title
 2020-SETAGT-000007.docx	Settlement

Generated document is saved on Seyfarth Link. Highlighting makes the variable text easy to identify for reviewing attorney.

## SETTLEMENT AGREEMENT INCLUDING GENERAL RELEASE ¶

**1. Parties.** The parties to this Agreement are you, the Individual (for yourself, your family, beneficiaries and anyone acting for you), and ABC Company ("the Company").¶

You and the Company are parties to a lawsuit now pending before the United States District Court for the Southern District of New York, Case No. 123:4567 (the "Lawsuit") and a charge now pending before the United States Equal Employment Opportunity Commission, captioned as Blue v. ABC Company, Charge No. 789123 (the "Charge"). You and the Company also wish to avoid any and all claims which you have or may have against the Company arising out of or relating to your employment with the Company and the separation of your employment.¶

**2. Consideration.** In complete settlement of all claims that you have or may have against the Company and subject to the terms below, the Company agrees to pay the gross sum of \$17,500 (Seventeen Thousand Five Hundred and No/100 Dollars) to be apportioned as follows:¶

- \$10,000, minus applicable deductions and withholdings, for lost wages by check made payable to you. The Company will issue an IRS Form W-2 to you reflecting this payment.¶
- \$5,000, for non-wage compensatory or liquidated damages. The Company's receipt of an IRS Form W-9 completed and executed by you is a condition precedent to this payment. The Company will issue an IRS Form 1099 to you reflecting this payment.¶
- \$2,500, for attorney fees and costs, by check made payable to Sotomayor & Associates. The Company's receipt of an IRS Form W-9 completed and executed by Sotomayor & Associates is a condition precedent to this payment. ¶

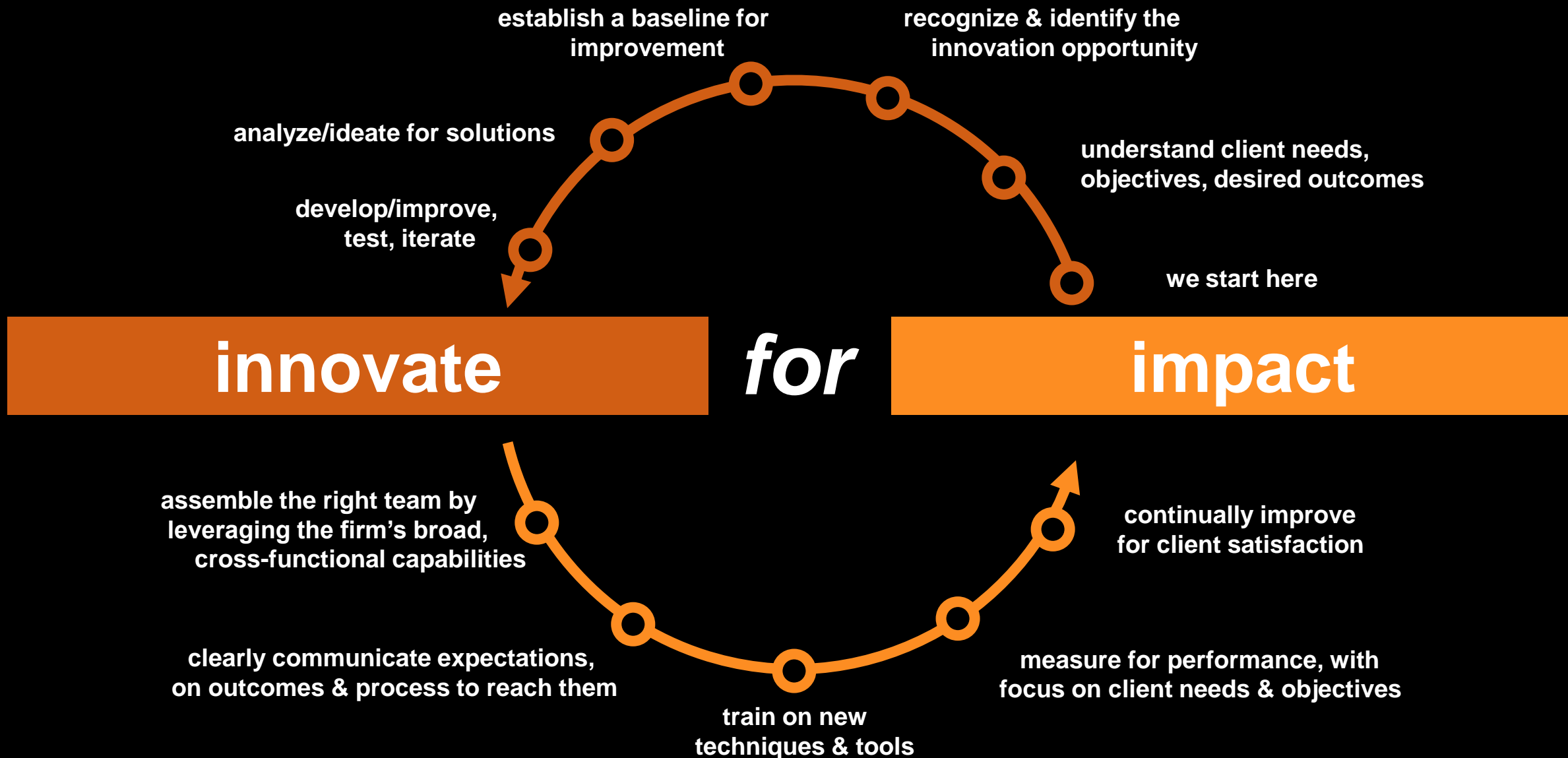
the Company will report the payment(s) above to the IRS as required by law. You acknowledge that you have not relied on any statements or representations by the Company or its attorneys with respect to the tax treatment of the payments described in this section. If any taxing body determines that the tax treatment was incorrect and that greater amounts should have been withheld from any payment above (or any part thereof), you acknowledge and assume all responsibility for paying those amounts and further agree to indemnify and hold the Company harmless for payment of any additional taxes and any interest and penalties thereon. ¶

Both parties warrant that they are not aware of any attorneys' liens placed on this matter.¶

You agree that the payments above are consideration for the promises by you contained herein and that the Company was not otherwise obligated to make these payments. ¶

The Company's obligations to make the payments above shall become due after (i) the Company receives this Agreement executed by you; and (ii) the Company receives an order dismissing the Lawsuit; and (iii) any applicable revocation period.¶

**3. Dismissal of Lawsuit.** The parties agree that dismissal of the Lawsuit with prejudice, without assessment of attorneys' fees or costs, is a condition precedent to the Company's



# Where from here?



**thank  
you**

Dave Baffa

email: [dbaffa@seyfarth.com](mailto:dbaffa@seyfarth.com)