

# Client-Partner

## Bill of Rights

The **Knightly Management, Inc.** Client-Partner **Bill of Rights** was created by the company's management team, in order to ensure our Client-Partners receive outstanding service:

**Genuine Value:** You will receive an outstanding service at a great price.

**Unconditional Satisfaction:** You have the right to a reasonable refund if we fail to perform to your satisfaction.

**Bottom-Line Disclosure:** We will fully disclose and explain all charges, rates, taxes and fees before you contract with us.

**No Bogus Charges:** We will never add bogus "fees" and "surcharges" that masquerade as government assessments. All taxes, fees and surcharges listed on your invoice will be direct pass-through assessments paid at the direction of federal, state, or local authorities.

**Common Sense Resolution:** Policies will never stand in the way of doing the right thing. All company personnel have the power to use reasonable judgment to address your concerns and "Make it Right."

**Privacy:** No information about you or your service will be disclosed to third parties, unless authorized by law or in order to enable or deliver your services.

**Input, Feedback & Response:** You have the right to be heard. Your suggestions and comments will be recorded and communicated to company personnel with the authority to take appropriate action. We will make all reasonable efforts to acknowledge and respond accordingly.

**Dignity & Respect:** You will be treated with the utmost dignity and respect in all dealings with our company and its personnel.

**Integrity & Trust:** We endeavor to fully inform you of available options so you can make timely and informed choices. We will never abuse your trust through deceit, exploitation, neglect, manipulation or discrimination.