

### Sheppard Mullin Recognized as a Leader For Superior Client Service

#### Firm Makes First Appearance on BTI Client Service A-Team

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Sheppard Mullin made its first appearance on the elite BTI Client Service A-Team, ranking 22<sup>nd</sup> among the BTI Client Service 30. The firm was also ranked among the top 20 law firms that demonstrated the most improvement in client service.

“We have a laser-focus on client service at Sheppard Mullin,” said Chairman Guy Halgren. “Our deep involvement in our clients’ businesses and industries allows us to tailor solutions that accomplish their specific goals and objectives. BTI’s recognition is outstanding validation of our firm-wide commitment to provide a consistently exceptional client experience.”

In addition to this new recognition by BTI, in December 2020, five Sheppard Mullin partners (Craig Cardon, Frank Falzetta, Moe Keshavarzi, Nancy Pritikin, and Adam Rosenthal) were named to The BTI Client Service All-Stars 2020.

Now in its 20<sup>th</sup> year, the BTI Client Service A-Team is considered the gold standard in measuring client service performance and is the only source for measuring client service solely from the client perspective. The BTI Client Service A-Team 2021 is based on 360 in-depth interviews with corporate counsel. BTI asks each top legal decision-makers to identify the law firm that is best at each of the 17 activities driving client service. Overall, clients identified 282 law firms of the 650 serving large clients. The top 30 perform an average of 12 times better than all other law firms.

#### Attorneys

Craig Cardon

Frank Falzetta

Moe Keshavarzi

Adam R. Rosenthal