



CLIENT SERVICE PRINCIPLES

DMA's Client Service Principles serve as a commitment to our clients. We will, at all times, understand that client service means to serve our clients. We will:

- Listen to each client's needs and objectives
- Earn each client's trust and work diligently to keep it
- Communicate effectively
- Deliver more than expected
- Provide solid solutions

We are committed to providing clients with:



These attributes are at the forefront of all things we do.

True Professionalism.

DMA's philosophy is that true professionalism includes all of the following as core components to be provided to our clients as a minimum standard of service at all times:

- Responsive
- Reliable
- Courteous
- Confidential
- Accessible
- Innovative
- Effective
- Results-driven
- Thorough
- Focused

Deliver on Our Promises.

We do what we say we'll do, and we stand behind our work.

An Extension of Your Tax Department.

We will go well beyond partnering with our clients by operating as an extension of our clients' tax departments. We focus on our clients' objectives and interests as if we are actual employees within the tax department.

Exceptional Tax Resources.

We will assign experienced professionals to all engagements, ensuring unparalleled service to our clients. We fully accept the responsibilities entrusted to DMA by our clients. DMA will not assign less experienced employees to tasks better performed by seasoned professionals.