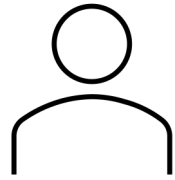


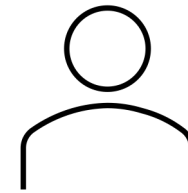
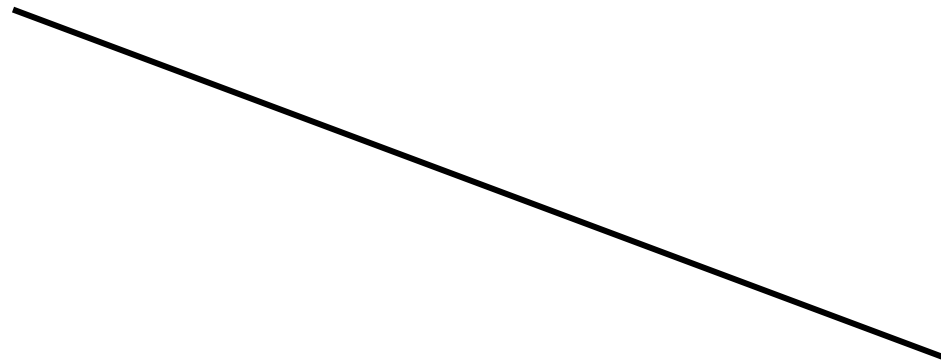
3 Questions on **TRUST** in the Lawyer-Client Relationship

Antoine Henry de Frahan
Legal Tech Summit
Brussels, 6 December 2022

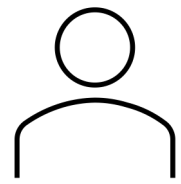
Does trust **matter**?



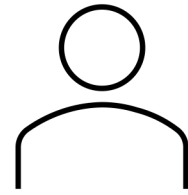
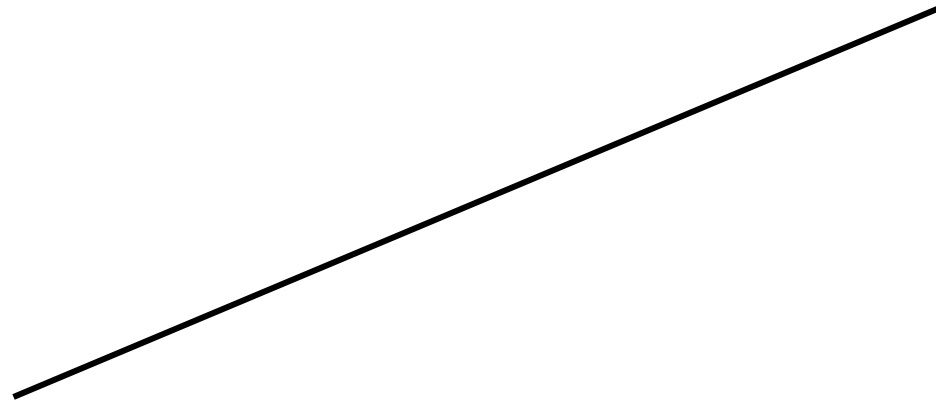
Lawyer



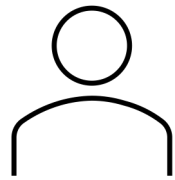
Client



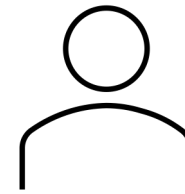
Lawyer



Client



Lawyer



Client

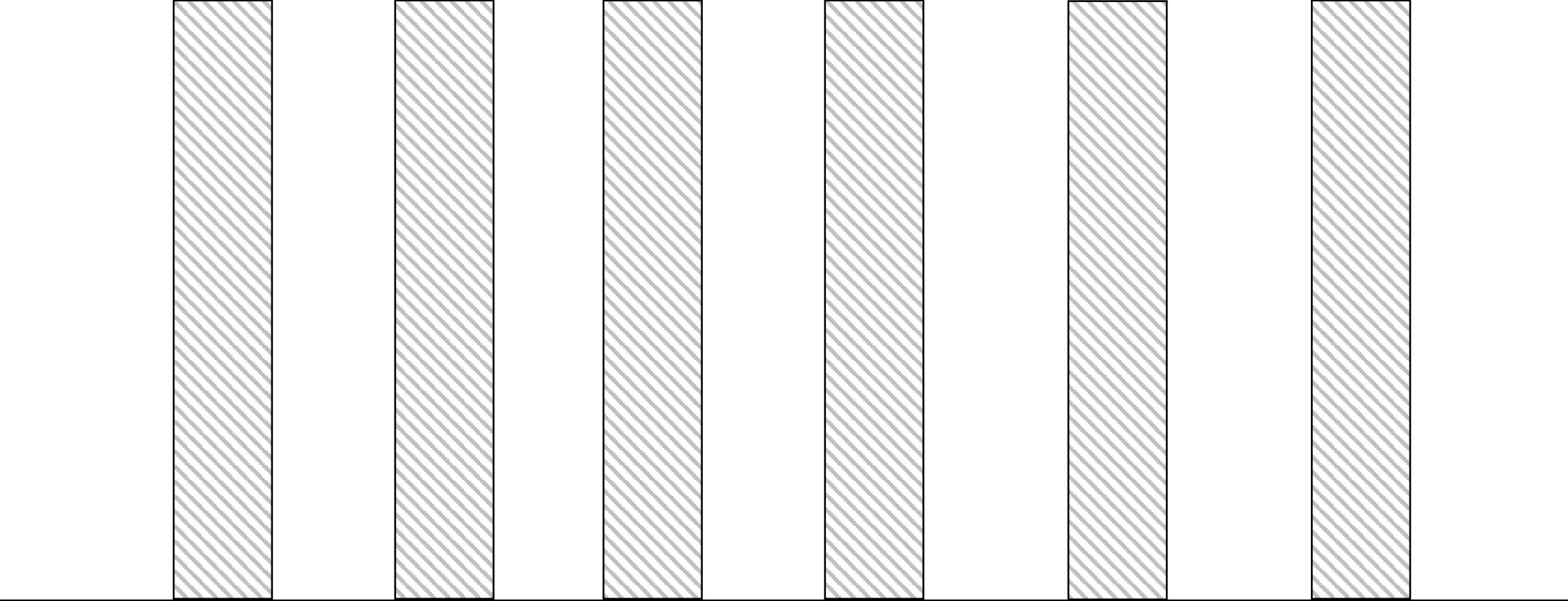


Trust Killers

Broken
promises

Unmet
expectations

Bad
surprises



Responsiveness

Fees

Integrity

Competence

Guidance

Communication



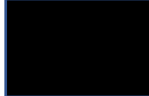
High



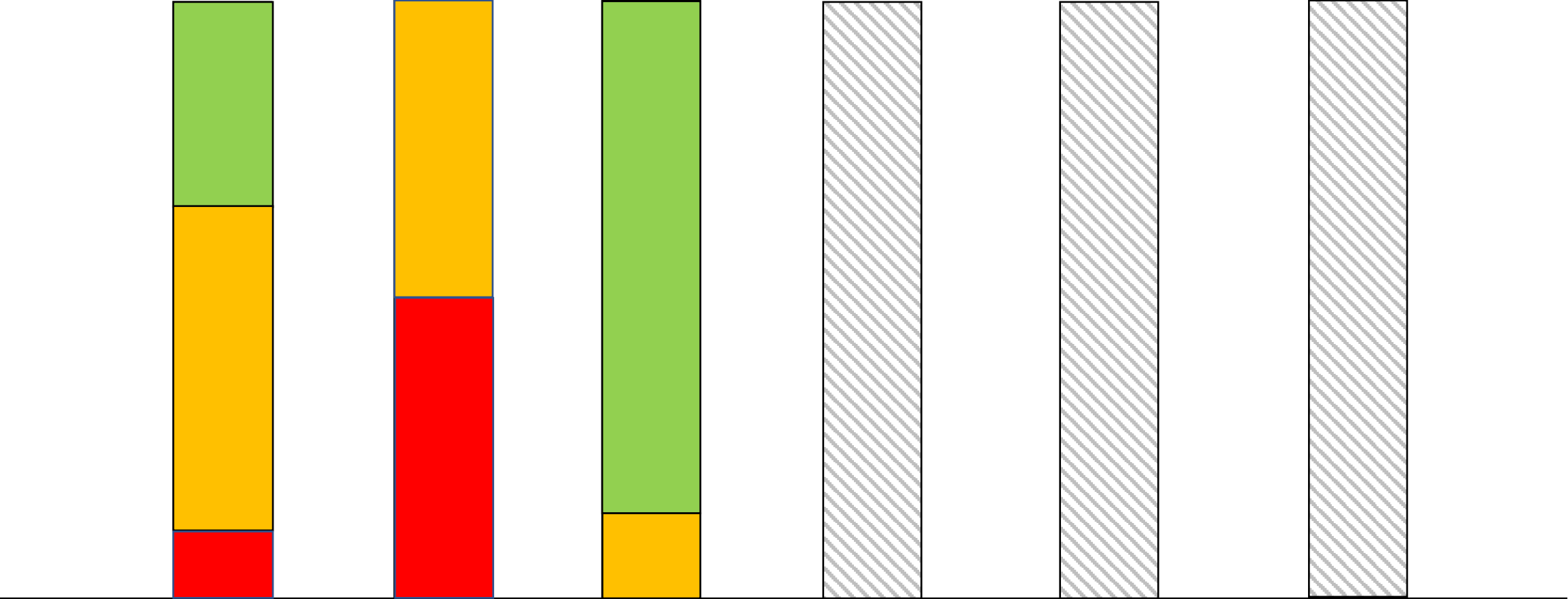
Moderate



Weak



None



Responsiveness

Fees

Integrity

Competence

Guidance

Communication



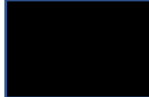
High



Moderate



Weak



None

Responsiveness



Fees



Integrity



TRUST

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Guidance



Competence



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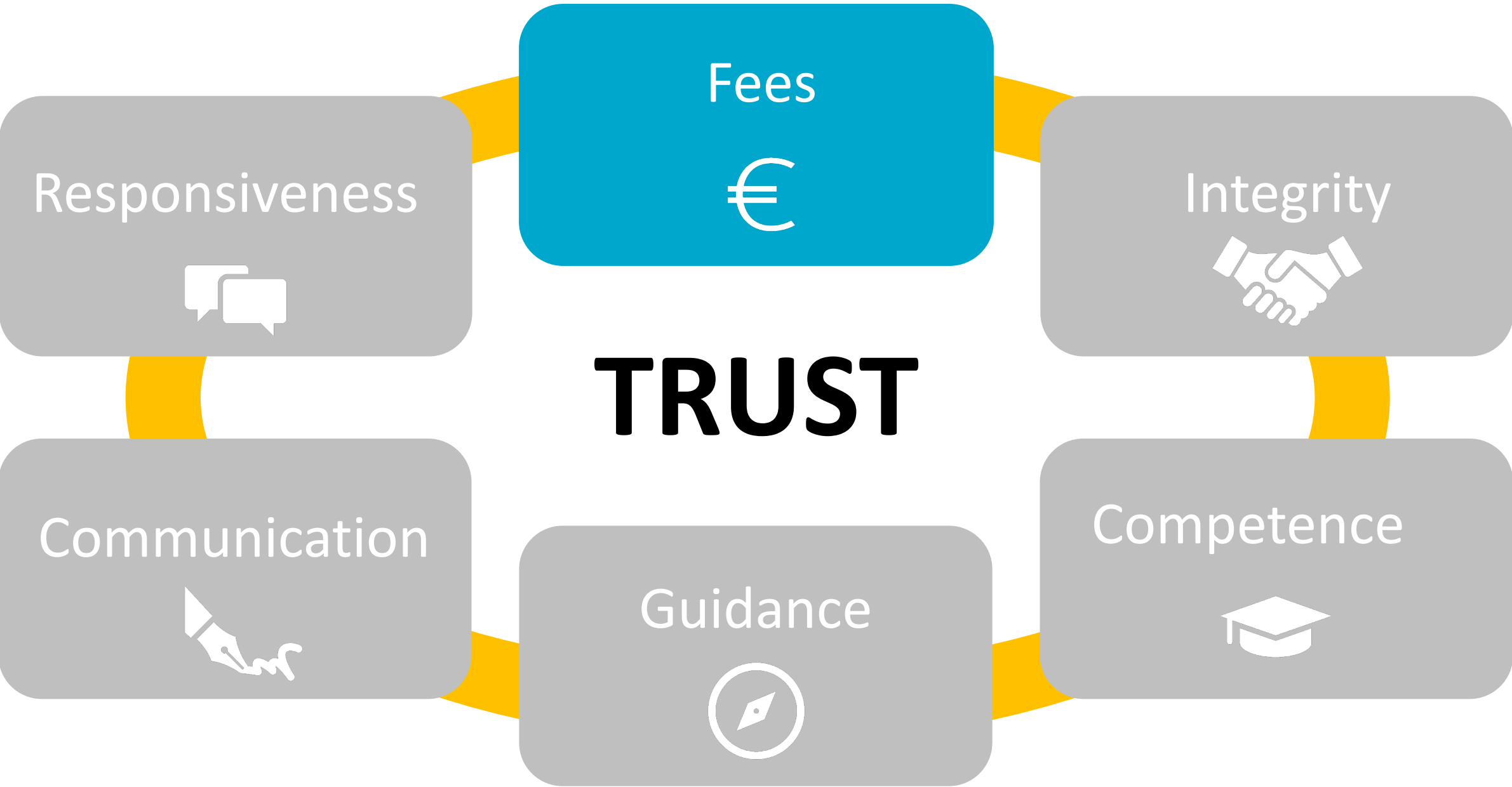


Guidance



Competence





Fees



Integrity



TRUST

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