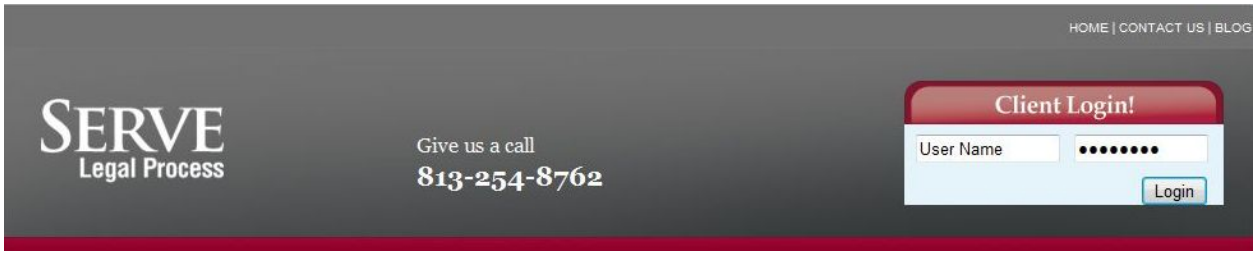

The Seven Deadly Sins of Process Service Providers

Paralegals, legal assistants and attorneys can learn to recognize the behaviors that they should never accept from a process service company or individual. For more information, visit our web site or call 813-254-8762.

1. **Do not** work with an individual or a firm whose phone is consistently answered by a machine. This is a waste of your time and an indicator that you're dealing with a one-person shop. And that one person is out on the street serving process. He'll get back to you -- eventually.

2. **Do not** work with an individual or a firm that will undercut their competitors' fees to get business. The margins on process service are small, and anyone who has to do this is probably struggling.

3. **Do not** work with an individual or firm that reports attempting service at times that are unlikely to yield results. Attempts at service should happen at logical times when the person being served is likely to be available.

4. **NEVER** work with an individual or firm that lies to you even once about attempting service. If they do it once, they'll do it again.

5. **Do not** work with an individual or a firm that attempts to gain your business by trashing a competitor. There is plenty of work to do, and the bad apples will eventually start to smell on their own.

6. **Do not** work with an individual or a firm that accepts work but consistently fails to complete the work within the agreed-upon time. The reality is that it takes well-developed systems and tracking to ensure that jobs are completed on time. Not a task for the fainthearted!

7. **Do not** work with an individual or a firm that is slow in forwarding proof of service. The job is not completed until the proof is filed with the court.

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