

# Homan & Sullivan, P.C.

*A growing law firm provides superior customer service*

By Shelly Schweizer  
Contributing Writer

**Westborough** – Anyone who works in a service-related business will tell you that they're customer driven, but how many will actually drive their clients? Attorneys Frederick C. Homan and Nicole Duca Sullivan, partners in the law firm of Homan & Sullivan, P.C., in Westborough and their new associate Jeremy Theerman, personally chauffeur their clients to court and to case-related appointments.

"Always – without exception," Sullivan said.

It's not just because they're nice guys, or in Sullivan's case, woman. The attorneys at Homan & Sullivan don't want their clients unnecessarily stressed out before their day in court. They don't want their clients unnerved by the drive into Boston, heavy traffic or the inevitable search for parking. Nor do they want them shelling out money for tolls, gas and parking, or lost in the maze of city streets and late for the judge. The attorneys at Homan & Sullivan want



(l to r) Frederick C. Homan, Nicole Duca Sullivan and Jeremy Theerman

their clients to walk into the courtroom relaxed and ready, with their head in the game.

And by driving their clients to court or case related appointments, the attorneys really get to know their clients.

"Forty-five minutes into town and back, you're bonding with clients," Sullivan said. "That's a lot of conversation you're having with a person, and an hour of extra prep time."

Free rides are just one of the perks at this client-friendly law firm, which specializes in the areas of workers' compensation, Social Security disability and personal injury litigation. Like other firms who specialize in those areas, legal consultations are free for those seeking advice, since those cases are handled on a contingency basis.

But unlike many of their colleagues in the industry, on the rare occasion that they do lose a case, clients at Homan and Sullivan P.C. don't pay for any of the lawyers' expenses incurred in the case, like copying or travel. Sullivan said that these costs can really add up and that it would just be insulting to charge a client when they've lost a case, particularly when a client is already hurting, physically and financially.

"Most lawyers will send a bill for fees even if they lose a case," she said. "We pay for that out of pocket. We only get paid back [for expenses] if we win. It's something we do that's a little different. We don't want to leave a bad taste in anyone's mouth."

Sullivan said that the firm's compassion and concern for their clients and focus on

customer service is what sets them apart from their colleagues in the legal profession.

"A lot of lawyers practice law because they love the law but they forget it's also a business," Sullivan explained.

She added that the public is often ill or misinformed about the legal process and their rights, particularly in her firm's areas of expertise.

For example, Sullivan said that many people are unaware that cancer patients may be eligible to receive Social Security disability payments if they have been out of work for 12 consecutive months due to their illness. Increasingly, she is educating and representing more cancer patients.

"We're unique [in that] we're customer-service oriented. We go out of our way to differentiate ourselves from other law firms," Sullivan said. "I absolutely love what I do. You're really helping people."

Homan & Sullivan, P.C. is located in Westborough Mills, 69 Milk St., Suite 200, in Westborough.

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