



Lathrop GPM Partner Jay Felton Named BTI Client Service All-Star

February 10, 2022

(February 10, 2022) - Lathrop GPM Partner Jay Felton has been named a 2022 Client Service All-Star in BTI Consulting Group's annual report. Considered the "hardest - and most meaningful - ranking and recognition in the world," Felton is one of 565 attorneys nationwide chosen for superior client service.

Client Service All-Stars are an elite group of standout lawyers identified solely through unprompted client feedback. These lawyers are recognized as delivering the absolute best client service. The key factors they look for in recipients are:

- Practical
- Savvy
- In the know
- Deals with complexity
- Available
- Nimble

Felton is a Partner in the firm's Environmental & Tort Practice Group, lead of the Agribusiness & Food team and member of the Executive Committee. He has provided clients legal advice that is responsive, strategic and efficient for over 20 years. Felton focuses his practice on litigation, representing a number of Fortune 1000 and other fast-growing companies in complex commercial, product liability and class action matters. He also has extensive experience in a variety of both internal and external investigations.

A client told BTI, "Jay is always there and makes you feel like his only client. He set up a twice-monthly Zoom meeting for 30 minutes and the invite said, 'We never have to do this call, but I want it to be on your calendar so you have the confidence that our resources are at your disposal.'"

Another client said, "I know I can trust him to have the answers I need."

Based on over 350 in-depth interviews, this is the 21st annual Client Service All-Stars rating published by BTI Consulting Group, Wellesley, MA, a leading provider of client feedback research in the legal and professional services industries.