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This is Fred Ball for Zions Bank, speaking on business.

Do you remember when doctors commonly made house calls? Or when gas station attendants checked under the hood of your car and washed your windshields?

Attorneys Randall Holmgren and Matthew Mitton remember. They fear that even in the legal profession, customer service is increasingly being compromised to the detriment of the customer.

Randy and Matt have worked to keep old-fashioned customer service at the forefront of their law firm, Holmgren & Mitton in Salt Lake City. They feel it is especially important as they help their clients manage their legal affairs.

Holmgren & Mitton focuses on estate planning, asset-protection planning, trust administration, and probate and elder law planning. Randy, a graduate of Pepperdine University School of Law, established Holmgren & Mitton in 1983. Matt joined the firm in 1997, after receiving his law degree from Brigham Young University.

Randy tells me the firm meets with clients for in-depth counseling sessions to discuss clients' hopes, fears and wishes in passing assets on to loved ones. They discuss the unique needs of each family, whether it be passing on assets to children with special needs or to children with financial immaturity.

Randy and Matt have tried to make their presentations simple and clear by avoiding legal jargon. In most cases, they charge a flat fee so clients don't fear a charge every time they have a question or concern. Randy and Matt also travel to meet with clients in places like Brigham City, Moab and St. George, and they sometimes make house calls locally when clients need that extra service.

Both Randy and Matt have given hundreds of presentations on estate planning topics. As a 10-year member of the American Academy of Estate Planning Attorneys, Holmgren & Mitton associates with more than 275 estate planning attorneys across the United States in an effort to provide the highest level of service available to Utahns.

For Zions Bank, I'm Fred Ball. I'm speaking on business.