

QUESTION / CONCERN	Company # 1 <u>Blue Heron Investigations</u>	Company # 2	Company # 3
I was offered a free telephone consultation.	Yes		
The detective or detective agency respected my privacy, when I first called, by answering my blocked call, and by not asking me for my last name.	Yes		
When I called, I was able to speak with a licensed private detective – not his secretary, answering service personnel or “case manager” about my case.	Yes		
My confidentiality was guaranteed <u>regardless</u> of whether or not I ultimately assigned the case – my confidentiality wasn’t guaranteed <u>only if</u> I assigned the case.	Yes		
My case will be worked by the licensed detective I spoke with – not an <u>unlicensed employee</u> of his.	Yes		
This detective agency only provides investigative services – It’s not a security guard company that dabbles in PI work, or a PI that has “a regular full-time job.”	Yes		
This is a local detective agency – not a national outfit that will simply subcontract my work to a detective agency here. I’ll have legal recourse (since they’re not on the east or west coast) if this agency fails to perform the services I pay it to perform.	Yes		
The agency’s local ( <u>Minnesota</u> ) telephone area code and mailing zip code is: 763 & 651 / 55449			
This detective agency will bill by <u>my</u> preferred method – either by quoting a flat rate for services, or itemized billing.	Yes – either / or		
Any unused portion of my retainer will be returned.	Yes		
The detective is licensed, bonded and insured <u>by the state of Minnesota.</u>	Yes		
The actual detective who will be working my case (not managing it) has extensive experience as a PI.	Yes – 20 years		
This detective will work with my attorney at no additional charge, and has testified in court several times before.	Yes		

