

# Carlton Fields Attorneys Markham R. Leventhal and Joseph W. Swanson Named 2020 BTI Client Service All-Stars

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Corporate counsel named Carlton Fields Shareholders Markham R. Leventhal and Joseph W. Swanson “Client Service All-Stars” in BTI Consulting Group’s 2020 [BTI Client Service All-Star list](#). All-Stars are identified solely through unprompted client feedback that recognizes them for delivering the absolute best client service. This year’s report includes just 475 lawyers. According to BTI, a prominent insurance company named Leventhal to this elite group, and a major health care company named Swanson. Corporate counsel deemed the following five characteristics most important in measuring exceptional client service performance, [according to BTI](#):

1. **Engagement:** Communicate with Clients
2. **Investing:** Take Time to Understand the Client’s Business
3. **Savvy:** Make Things Happen
4. **Unequivocal:** Be Clear, Concise, and Don’t Hedge
5. **Anticipate:** Always Stay One Step Ahead

**Leventhal**, who serves as co-chair of Carlton Fields’ [Life, Annuity, and Retirement Solutions Industry Group](#), has a national practice focusing on the representation of financial institutions, insurers, and other sophisticated businesses in complex federal and state litigation. Leventhal has defended more than 150 class actions and has extensive experience managing multijurisdictional litigation, including the simultaneous defense of multiple class actions in different states and the management of parallel civil and regulatory proceedings. He has served as lead or national coordinating counsel in multiple jurisdictions. **Swanson**, who leads Carlton Fields’ [Cybersecurity and Privacy Practice Group](#), is a former federal prosecutor who advises clients on a variety of issues related to cybersecurity and

privacy. He has investigated and responded to data breaches and similar cyber incidents, and he has defended clients in litigation stemming from those incidents. In addition, Swanson advises on best practices for interacting with law enforcement, regulators, and other constituencies in the event of a cyber incident. Swanson also assists clients with drafting incident response guides and related cyber policies and procedures, as well as complying with privacy laws and regulations, such as the EU General Data Protection Regulation.

## Featuring

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Markham R. Leventhal

## Related Practices

[Cybersecurity and Privacy](#)

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