



## News

### Samuel Bodurtha and April Villaverde Recognized as 2023 Client Service All-Stars by BTI Consulting

June 13, 2023

The law firm of Hinshaw & Culbertson LLP is delighted to announce that The BTI Consulting Group named partners Samuel Bodurtha and April Villaverde 2023 *BTI Client Service All-Stars*. Based on in-depth, independent interviews conducted by BTI with top general counsel at companies ranging in size from \$700 million in revenue to the largest companies in the world, the All-Stars list recognizes a select group of attorneys nationwide identified by those general counsels as "delivering the absolute best levels of client service ... amid all the changes and unexpected events — they stand tallest."

Bodurtha is the partner-in-charge of the firm's Boston and Providence offices and a member of the firm's Executive Committee and Asian American Affinity Network. He is a practitioner in the firm's Consumer Financial Services practice, which has experienced significant geographic and headcount expansion in recent years. He represents mortgage lenders, servicers, and investors in individual and class action claims, and also works with clients on cases arising from allegations of mortgage fraud, predatory lending, and violations of consumer protection statutes.

What clients say: "*Sam is responsive, creative in unusual situations, gives us a good work product, takes ownership, and is extremely knowledgeable.*"

Villaverde is a member of the firm's global insurance practice and is based in the firm's New Jersey office. She is also a member of the firm's Hispanic/Latino Affinity Network. With a strong reputation as a dynamic and skilled litigator, Villaverde focuses her practice on commercial general liability disputes and bad faith litigation. In addition, she has extensive experience handling electronically stored information and counsels clients on e-discovery protocols, vendor contracts, preservation, and collection.

What clients say: "*April understands what good client service is and really knows how to deliver quality service.*"

In his [BTI All-Star profile](#), here's how Bodurtha describes his client service philosophy:

First, provide our clients with all of the information they need (the good, the bad, and the ugly), with clear and concise analysis based on our review, and with advice on the best options for proceeding with any matter. Second, execute the well-informed decisions made by our clients at the highest level of expediency and effectiveness. Third, keep our clients up to

#### Attorneys

Samuel C. Bodurtha

April T. Villaverde

#### Service Areas

Consumer and Class Action  
Defense

Consumer Financial Services

Mortgage Servicing and  
Lender Litigation

#### Offices

Boston

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date on our execution of their decision at all times.

In her [BTI All-Star profile](#), Villaverde says building trust with clients is key to her success:

My clients know that I am always available and ready to provide advice to them in real-time. Open and regular communication builds trust and allows clients to focus on their business with confidence. I also take a proactive approach to litigation, by tackling hard questions early and charting out a path to successful resolution.

The full report is available at <https://bticonsulting.com/bti-client-service-all-stars-2023>