

Client Evaluation of Breyer Law Offices

It has been our pleasure to represent you. Your feelings and opinions are important to us. We want to hear from your experience with us in order to improve the way we care for our clients. Please take a few minutes to answer the following questions. Thank you!

Type of Case: MVA

Why did you choose Breyer Law Offices? BEST PHONE CONSULTATION

Was the staff courteous and professional? YES Were your calls and E-mails responded to timely? YES Did you feel informed throughout our representation of you? YES

If not, please explain and tell us how we could have served you better: _____

Were you hesitant to hire an attorney and, if so, why? YES COST

Was your case result in-line with your expectations? NO If not, please explain: BECAUSE OF RESPONSIBLE PARTY HAD NO INSURANCE, NO FAULT OF BREYER L

What part(s) of the process do you feel Breyer Law Offices handled well? ALL

What members of Breyer Law Offices did you most appreciate and what impressed you most? _____

JUAN, VERY PROFESSIONAL

In what areas do you feel Breyer law Offices provided you outstanding service/representation? ALL

In what areas do you feel Breyer Law Offices could have done a better job in their service to you and their representation of you? MAYBE MORE PHONE CONTACT

If you were running our law firm, what improvements would you make in our service and representation of clients? NONE, YOU GUYS WERE GREAT

Were you previously aware that as a former client of Breyer Law Offices, you can call us any time in the future for legal guidance or lawyer referral, regardless of the area of law your question deals with? NO

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? YES, DEFINITELY

Grade us in our performance in the following areas on a scale of 1 - 10, "10" being the highest score and "1" being the lowest:

Professionalism:	<u>10</u>	Legal Ability:	<u>10</u>
Customer service/How you were treated	<u>10</u>	Quality of representation:	<u>10</u>
Response time to your questions	<u>10</u>	Expectations met:	<u>10</u>

What was the best part/worse part of your experience with Breyer Law Offices? WE WERE TREATED VERY WELL

Was there some part of your experience that was unexpected or that you especially appreciated?

What was your overall feeling about your experience with Breyer Law Offices? TREATED US LIKE WE WERE FAMILY

Can we use your statement and/or comments and or video for promotional purposes? YES

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? IN AVENDALE, AZ I WAS RUN INTO BY A PICKUP TRUCK WHILE ON MY MOTORCYCLE. YOU GUYS TOLD US WHAT THE PROCESS WAS GOING TO BE AND CARRIED IT OUT.

What would you say to someone who was considering hiring our office who was hesitant to become involved with a lawyer and who thought they could handle their claim on their own? DON'T DO THIS ON YOUR OWN, THESE GUY REALLY KNOW WHAT THEIR DOING. IT WILL GIVE YOU THE BEST BENEFIT POSSIBLE