

## 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: ACCIDENT

How did you become aware of Breyer Law Offices? FELLOW BUICK OFFICER

Why did you choose Breyer Law Offices? They spoke personally to me and showed me that they actually cared.

Was the staff courteous and professional? Very 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? No. Insurance Companies would not help me

Was your case result in-line with your expectations? No If not, please explain: IT EXCEEDED my EXPECTATIONS.

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

What members of Breyer Law Offices did you most appreciate and what impressed you most? I spoke to several. All were very impressive.

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? N/A

If you were running our law firm, what improvements would you make in our service and representation of clients? THAT IS HARD TO SAY. YOU ARE DOING A GREAT JOB.

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? \_\_\_\_\_

YES

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

YES. I DID. MY DAUGHTER WAS ALSO REPRESENTED BY YOUR FIRM.

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: 10  
Customer service/How you were treated 10  
Response time to your questions 10

Legal Ability: 10  
Quality of representation: 10  
Expectations met: 10+

What was the best part/worse part of your experience with Breyer Law Offices? \_\_\_\_\_

BEING KEPT AWARE OF EVERYTHING IN A TIMELY MANNER.

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

THE MANY CONTACTS THAT I HAD WITH BOTH MR. & MRS. BREYER

What was your overall feeling about your experience with Breyer Law Offices? \_\_\_\_\_

EXCELLENT

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? I WAS RIDING MY MOTORCYCLE ON THE FREEWAY, WHEN A VEHICLE STRUCK ME AND KNOCKED ME INTO IN COMING TRAFFIC. THE INSURANCE COMPANIES AND THE SUBJECT WHO HIT ME WERE DIFFICULT, BUT YOUR OFFICE PUT ME AS EASE AND HANDLED EVERYTHING.

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 IT. GET EXPERIENCE TO HELP YOU. YOUR FIRM WILL ALWAYS BE MY RECOMMENDATION.