

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: Motor Vehicle Accident

Why did you choose Breyer Law Offices? Advertisement seemed right for
my case

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? Yes, Friends said it would
be a mistake.

Was your case result in-line with your expectations? No If not, please explain: Only
because of length of time, but knew they were working for me

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

What members of Breyer Law Offices did you most appreciate and what impressed you most? Everyone was great

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

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? Can not think of anything

If you were running our law firm, what improvements would you make in our service and representation
of clients? Can't think of anything

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? _____

Nice to know

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

Yes

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? _____

Going to talk to the other attorneys

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

That the other person had so little insurance coverage

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

The personal feel they gave to the case

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 hurt in a motorcycle accident and was worried about cost of health coverage. Then the other insurance company seemed too aggressive so I thought I needed representation.

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? _____

That this firm will give you the personal touch Mark actually met us at home the 1st time