

## 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? My father Researched

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? No

Was your case result in-line with your expectations? yes If not, please explain: \_\_\_\_\_

What part(s) of the process do you feel Breyer Law Offices handled well? Keeping me in the loop

What members of Breyer Law Offices did you most appreciate and what impressed you most? Lou Cormona, delba ortiz, Mark breyer for coming to my home to see me when I was laid up

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

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? took almost 4 years but thats understandable

If you were running our law firm, what improvements would you make in our service and representation of clients? None

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, but it is a good policy

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

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? the fact that the paralegals and lawyers knew who I was throughout the representation

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

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 hit by a car, wanted a lawyer, found Breyer as soon as Mark came to my house while I was in a wheelchair I know they were the ones for me.

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? hire them they worked for me they will work for you