

What members of Breyer Law Offices did you most appreciate and what impressed you most? MARK FOR HIS HONESTY WHEN WE FIRST MET AND KATHY SMITH FOR KEEPING ME INFORMED AND CALLING BACK IF I LEFT A MESSAGE, VERY PLEASANT & FUN PERSON TO TALK TO - THANK YOU BOTH VERY MUCH.

### Client Evaluation of Breyer Law Offices

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

AGAIN, KEEPING ME IN THE LOOP AND BEING SO HONEST ON WHAT WAS BEING ACCOMPLISHED.

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? NO IMPROVEMENT NEEDED, "GREAT JOB"

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If you were running our law firm, what improvements would you make in our service and

representation of clients? NONE, I WAS VERY SATISFIED WITH

THE OUTCOME & ENJOYED WORKING WITH KATHY

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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

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Would you refer a family member, friend or acquaintance to Breyer Law Offices for a

consultation or legal representation? YES, IN A HEART BEAT

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*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

Legal ability: 10

Customer Service/ how you were treated: 10

Quality of Representation: 10

Response time to your questions: 10

Expectation meet: 10

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

BEST PART WAS BEING ABLE TO FIND THE PEOPLE THAT WERE HONEST & TRUSTWORTHY (MARK-THANK YOU)

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

MARK WAS VERY UP FRONT WITH ME AND TOLD ME HE WOULD DO THE VERY BEST FOR ME AND MADE NO FALSE PROMISES.

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

MY OPINION, "ONE OF THE BEST"

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

YES YOU MAY- ALL COMMENTS ARE STRAIGHT FROM MY HEART (GREAT, GREAT JOB)

Can you tell us in your own words about your accident (how did it happen etc) and your experience with our office. \_\_\_\_\_

I AM SORRY THAT I UNTIL THIS DAY DO NOT REMEMBER BEING IN AN ACCIDENT.

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?

I WOULD TELL THEM OF MY EXPERIENCE WITH BREYER AND RECOMMEND THEY NOT HESITATE TO CALL AND MEET WITH MARK.