

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!

Why did you choose Breyer Law Offices? after meeting with
Mark

Was the staff courteous and professional? Yes Where 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: _____

Stefanie was excellent & responsive

Were you hesitant to hire an attorney and if so why? _____

New experience
some what apprehensive of the process

Was your case result in line with your expectations? Yes If not, please explain: _____

Breyer Law guided us through case

What part(s) of the process do you feel Breyer Law Offices handled well/could improve? _____

D/A

wonderfully

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

Communication, always willing to

explain everything

Stefanie was in contact on a
consistent basis & always answered
emails & questions

Mark communicated and advised
but never coerced

Client Evaluation of Breyer Law Offices (pg 2)

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

Initial meeting, putting case together to resolution

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? n/a

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? Now I know!! excellent

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

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? The outcome, also getting

to know Mark & staff

Client Evaluation of Breyer Law Offices (pg 3)

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

liked the newsletter

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

So glad to have chosen so well, made lawsuit almost palatable

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

Yes - please use initials (no video)

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

Bike riding on designated bike lane was hurled from bike from deep groove road suffered broken bones and hospital & nursing home stay. Hired Breyer Law so that road would be fixed & also for compensation for injuries & suffering. Breyer law held our *

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?

would recommend Breyer Law - no hesitations.

Signature



Thank you :)

* hands beautifully & compassionately through the process.