

## 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? felt comfortable with talking to  
staff.

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: \_\_\_\_\_

Were you hesitant to hire an attorney and if so why?  
yes. Not sure if there was any money to be made after  
fees.

Was your case result in line with your expectations? No If not, please explain: \_\_\_\_\_  
Did not have any monetary expectations

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

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

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

The Customer Service was outstanding.

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? \_\_\_\_\_

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If you were running our law firm, what improvements would you make in our service and representation of clients? \_\_\_\_\_

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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? No.

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

**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 best part of our experience was being treated fairly with respect and professionalism.

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

\_\_\_\_\_  
\_\_\_\_\_

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

It was a wonderful experience.

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

Yes.

Can you tell us in your own words about your accident (how did it happen etc) and your experience with our office. I was involved in a motorcycle collision on duty and felt abandoned by others during the difficult recovery. Breyer Law offices fought for my rights when no one else would. I appreciate their dedication.

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 BREYER LAW OFFICES THEY ARE WONDERFUL  
THEY FIGHT FOR YOU AND CARE ABOUT THE OUTCOME  
OF EACH CASE

Christal M. Glickman  
Signature: \_\_\_\_\_