

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!

How did you become aware of Breyer Law Offices? I searched for the best lawyer in Phoenix

Why did you choose Breyer Law Offices? According to everything I read online, Breyer Law Offices felt real + honest. Put me at ease with reviews alone

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?

Given my accident, I know I need a lawyer.

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/could improve?

everything was wonderful, I never felt out of the loop

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

Mark + Stefanie, I was quickly updated + always

kept informed.

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

All areas!

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? _____

If you were running our law firm, what improvements would you make in our service and representation of clients? Free poppus with every consult! :)

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

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? 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 outcome, which was not expected. Worst part - that I needed a lawyer in the first place.

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

The outcome, the reduction in medical bills

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

They were great!

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

Sure

Can you tell us in your own words about your accident (how did it happen etc) and your experience with our office. I was blindsided by a van. I never seen

it happen. just woke up to ppl rushing to us + saying it wasnt our fault. my attempt at getting out of the vehicle led me to realize I had broken my leg. Turned out it was shattered in 6 pieces.

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?

Just to schedule a consult. Speaking w/ Mark will settle any hesitations.

Signature: _____

Heather Shly