

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? Internet Search for M/Gel = concerned
Law Firms

Why did you choose Breyer Law Offices? They looked like they would
be right for my interest

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? NO, the company I was dealing with was
wrong and I needed help

Was your case result in line with your expectations? NO If not, please explain: _____

It was better - I cant say why, part of the deal

What part(s) of the process do you feel Breyer Law Offices handled well/could improve? calls from Mark and Cathy just to check
on. we were great.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Mark and Cathy were my contacts

They cared

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

Communication & advice

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? Give me their fee!

Really, nothing

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

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? 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? Feeling of the want to help

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

Marks personally driving out to meet

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

Can you tell us in your own words about your accident (how did it happen etc) and your experience with our office. Too much to write left handed but I'll be glad to record audio/video

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?

Do it, you can use the help

Signature:

