

## 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!

Type of Case: Wrongful death

How did you become aware of Breyer Law Offices? phone book

Why did you choose Breyer Law Offices? only office where i could actually speak to lawyer directly, he listened and told me whether he could help me - the same call.

Was the staff courteous and professional? always Where your calls and E-mails

Responded to timely? always 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. I felt strongly about the unjust death of my mother.

Was your case result in line with your expectations? didn't know what to expect. If not, please explain: \_\_\_\_\_

I was glad we got as far as we did.

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

Mr. Mark Breyer is very articulate and i was proud of the way he addressed issues to us and also the judge mediating.

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

I cannot say enough great things about Mark Breyer His assistant - Stefanie Ledbetter is irreplaceable.

## Client Evaluation of Breyer Law Offices (pg 2)

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

He brought this case to a positive conclusion and this offered closure.

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? can't think of any.

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

representation of clients? Everything about your firm is super professional from staff to office building.

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 - but thank you i will remember that :)

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

consultation or legal representation? I have, i do and i will continue to do so.

**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 - having FULL confidence that

you (Mark Breyer) are an amazing lawyer and not having to "worry" if you were representing us well.

worst part - not seeing you guys more regularly now that it is over.

Client Evaluation of Breyer Law Offices (pg 3)

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

The fairness of the expenses. You didn't take one penny more than you quoted.

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

There are still great people in the world, that follow through.

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

absolutely.

Can you tell us in your own words about your accident (how did it happen etc) and your experience with our office. too long - But All Good.

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 tell them you and your wife are amazing lawyers who will be honest and tell them if you can help them and you don't charge til you win.

Signature: \_\_\_\_\_

MAZ Stump