

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!

Date of your injury/loss: 2/22/2013

Type of Case: MVA

How did you become aware of Breyer Law Offices? A referral from my grandfather

Why did you choose Breyer Law Offices? I trusted the referral from my grandparents

and felt secure and comfortable in having their team handle my case after meeting with their office.

Was the staff courteous and professional? Always Were your calls and E-mails responded to

timely? Always Did you feel informed throughout our representation of you? Definitely

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? I was in fact hesitant to hire an

attorney because of unpleasant stories from other accident victims

as well as my own preconceived judgements. I now know, I could not have done it alone, and I am so thankful for their entire team.

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? I truly commend

the Breyer Team for the genuine care they show to their clients.

I always felt like a part of "the family", and they always communicated with me and returned my calls or e-mails.

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

great deal with Cathy, and I love her! Still, I can not answer

this question. I had the fortunate opportunity to work with Mark, Alexis, Brian, Cathy, and Dahlia. All great!

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

Breyer law Offices always had my back, and cared about

what I wanted from my case. Mark also took the time and cared enough to be concerned about my care even after my settlement.

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? _____

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? I must

admit I was shocked when Mark first shared this with me, though it should not have surprised me at all. Breyer Law Offices truly care for their clients.
Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? I absolutely would!

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:	<u>10</u>	Legal Ability:	<u>10</u>
Customer service/How you were treated	<u>10</u>	Quality of representation:	<u>10</u>
Response time to your questions	<u>10</u>	Expectations met:	<u>10</u>

What was the best part/worse part of your experience with Breyer Law Offices? The best part was their commitment to my case. The worst part was losing my vehicle to a quick repossession, which sadly could not be prevented.

Was there some part of your experience that was unexpected or that you especially appreciated? I appreciated that I was always free to speak with anyone in the office, and I could in fact make contact with anyone at Breyer. I always felt important and felt my questions were important to them.

What was your overall feeling about your experience with Breyer Law Offices? I could not have gotten through this experience "in one piece" without them. All of them!

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

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? (Deep breath) 😊 While in route to work, a vehicle ran through a red light, while I made my left hand turn. My vehicle was totaled, and I was sent to a trauma hospital. While the details of the accident I am blessed to not remember, the "aftermath" I mostly do. It was the hardest thing I'd ever been through, and I will be eternally grateful to Breyer Law Offices for their support.

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 would share with them my same feelings about lawyers and handling my case on my own. I now know, that would have been a huge mistake. Insurance companies... they hire lawyers, so do I now.

Signature: Amanda Rossignol

Date: 6/1/14