

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? Google

Why did you choose Breyer Law Offices? Read other client reviews

Was the staff courteous and professional? Yes Were 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 - I wasn't sure my situation merited counsel

Was your case result in-line with your expectations? Yes If not, please explain: And more

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

Everything was terrific. I appreciated the open, honest communication.

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

Our paralegal, Stephanie Smilie, went above and beyond in tracking down the other party.

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

Open communication and trying to get the best result for the client.

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? N/A

If you were running our law firm, what improvements would you make in our service and representation of clients? N/A

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 - at final meeting

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:	<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? Prompt responses and honest opinions were very appreciated.

Was there some part of your experience that was unexpected or that you especially appreciated? I was surprised that our paralegal was able to track down our elusive at fault party. Good sleuthing.

What was your overall feeling about your experience with Breyer Law Offices? Very grateful they took care of us and the case.

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

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? Someone pulled out in front of me to turn left across traffic and we collided. After discovering she did not have an active insurance policy, we sought counsel and were very glad we did. It would have been so overwhelming without an attorney with a broken wrist and 10 month old baby.

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? _____

You may as well consult an attorney, get their learned and honest opinion. They know a lot more ins and outs of the law and the flexible grey area.

Signature: *Natalie Finner* Date: 6/24/14