

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: PREMISE

How did you become aware of Breyer Law Offices? Advertising

Why did you choose Breyer Law Offices? From first impression upon

walking thru the door, care, concern, professional & personable!

Was the staff courteous and professional? 100% Were your calls and E-mails responded to
timely? 100% 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 interviewed one other

and they had no interest, was hoping I would be
important enough to look at, & very impressed with Breyer!

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? Yes

office is so well tuned I was very impressed!

What members of Breyer Law Offices did you most appreciate and what impressed you most? Didn't

matter who I spoke with, everyone seemed to know the
case and hands on experience. Stephanie Smilie, Mark, Brian

In what areas do you feel Breyer law Offices provided you outstanding service/representation? & Alex's all
loved the file box for my records upon first excellent.
meeting and firm materials

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? Excellent representation there is a

reason you deserve being #1 - you earned it.

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? NO

Thank you. Was wondering if you do estate planning? or have a referral?
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:	<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? From start to finish loved the constant communication, cards and personal side.

Was there some part of your experience that was unexpected or that you especially appreciated? Yes cards & birthday wishes unexpected and very nice!

What was your overall feeling about your experience with Breyer Law Offices? You have gained great respect from me and I will make sure people know how much I valued your representation.
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? Thought it was a simple fall. Until the hospital informed me all tendons severed. You get over-whelmed in a hurry knowing that someone else is taking care of you allows you to focus on recovery. Brian was willing to try never gave me unrealistic out-come.

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? Let the professionals do it! There is a lot more involved than people realize. So thank you to Stephanie, Brian, Mark & Alexis - even though I do not know the other staff I thank them as well.

Signature: Sabrina Underwood