

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: MVA

Why did you choose Breyer Law Offices? The ad encouraged me

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? Never been injured in an accident before. When my doctor said I needed surgery, I knew I needed help.

Was your case result in-line with your expectations? \_\_\_\_\_ If not, please explain: \_\_\_\_\_

way above my expectations

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

the entire process was handled very well.

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

everyone was very helpful and very professional.

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

every step of the process.

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? not a single area.

If you were running our law firm, what improvements would you make in our service and representation of clients? can't think of a thing.

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. I didn't know. Glad to hear it!

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  
Customer service/How you were treated 10  
Response time to your questions 10

Legal Ability: 10  
Quality of representation: 10  
Expectations met: 10

What was the best part/worse part of your experience with Breyer Law Offices?

no worst part. I am very pleased with every aspect of your service.

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

how personal the service was

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

it is all positive

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

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office?

I was rear-ended and pushed into the car in front of me. The result was me needing surgery. I thought I could handle it alone but finally realized I needed help. I am so glad I called the Breyer law team.

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?

don't do it alone. Get help.

Signature: Susan W