

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: 5/14/2013

Type of Case: PREMISE

Why did you choose Breyer Law Offices? Confidence, Straight forward; Reputation

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? A little, I was in a tremendous amount of pain, and didn't want to deal with the process.

Was your case result in-line with your expectations? Somewhat If not, please explain: Wish we could have settled for more, but we know this was a possibility.
What part(s) of the process do you feel Breyer Law Offices handled well/could improve? None - Excellent overall!

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

The entire office from the front desk to lawyers. Stephanie was always helpful and caring!

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

None - excellent law firm!

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? None - Awesome!

If you were running our law firm, what improvements would you make in our service and representation of clients? None - You are an amazing firm with a talented and caring staff.

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 - Mark explained this.

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? _____

Of course!

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? The only worst part was for me, reliving it at the deposition. There are so many best - Stephanie Smilie is an

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

Edible Arrangement after surgery, was very thoughtful! The prep for deposition was awesome!

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

Wonderful feeling and a truly amazing staff, with great knowledge!

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? _____

I slipped and fell in a clear liquid at a Safeway store. I had major trauma to my knee and required a ton of medical attention. Breyer Law Firm was caring and devoted from the moment I met with them.

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 think you can handle it, but you truly need the expertise and experience of Breyer Law Firm. Breyer Law Firm will be caring, supportive, devoted and most of all diligent for you.

Signature: [Handwritten Signature]