

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: MVA

How did you become aware of Breyer Law Offices? My children

Why did you choose Breyer Law Offices? The successful reputation and excellent interview sold my children.

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? no

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? Managing the insurance policy issues governed by the state.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Joan, Alexis, Mark

In what areas do you feel Breyer law Offices provided you outstanding service/representation? Hospital negotiations; insurance settlements, car insurance options

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

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
but I will

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? _____

I was surprised at how long it takes to resolve

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

was surprised at all the legal issues that present themselves and I was very glad to be represented.

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

I am thankful for the support and good 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? I was rear-ended at high speed and ended up

in the hospital for nearly a month and rehab for 3 more. Breyer Law represented me right from the beginning. They were clear in providing options and diligent with follow-up. I was truly well-represented.

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? There is no

issue that Mark and Alexis won't tackle and work to resolve.