

## 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? A friend gave us your card

Why did you choose Breyer Law Offices? Read the book and was very interesting.

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? Not at all!

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? The whole case.

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

Susan was very nice and helpful. Thank You!

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

phone calls, updates, letters.

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? Everything was good!

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? yes

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Very much 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? None  
help understand our issue, made everything clear to us.

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

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

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? Lady hit me on my motorcycle.

She was right in front of me. Was hit and motorcycle was total. Call Breyer law office to care of my accident. Great job!

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? Breyer law offices are very good.

if needed again. Would call them.

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Signature: 