

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!

Why did you choose Breyer Law Offices? Because we have used you several times and we love you as family + friends -

Was the staff courteous and professional? Always 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, you were my first call, and got a response that night -

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? _____

you guys are always wonderful

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

always Mark + Alexis, they are always there for us - no matter what

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

Because they wonderful caring, smart people - who care for each client

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? nothing they are perfect

If you were running our law firm, what improvements would you make in our service and representation of clients? nothing staff is always

Sweet and professional

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? _____

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? We never have a bad experience. I love the fact that even if there is no update the call + check on us

What was your overall feeling about your experience with Breyer Law Offices? _____
We feel loved - like a friend not a client

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? a driver made a left turn in front of my husband causing severe injuries to him. we always have a great experience with you guys

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 other lawyer I would recommend as a lawyer.