

## 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? REFERRED BY  
A FRIEND.

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, I KNEW I WOULD  
NEED ONE

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? EVERYTHING  
FROM START TO FINISH WAS INCREDIBLE.

What members of Breyer Law Offices did you most appreciate and what impressed you most? JUAN-  
HE CAME ALL THE WAY OUT MY HOUSE TO  
DROP OFF SOME PAPERS AFTER HOURS!

In what areas do you feel Breyer law Offices provided you outstanding service/representation? ALL AREAS.

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? ANYWAY I CAN CONVINCE YOU TO  
SWITCH MY CASE TO PRO-BOND?

If you were running our law firm, what improvements would you make in our service and representation of clients? 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 AM NOW

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

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? THE DRIVE TO THE OFFICE - GOT MY CHECK, BUT TRAFFIC SUCKS!

Was there some part of your experience that was unexpected or that you especially appreciated? HOW QUICKLY EVERYTHING WAS HANDLED.

What was your overall feeling about your experience with Breyer Law Offices? YOU GUYS WERE INCREDIBLE! EVERYTHING WAS WONDERFUL!

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 HIT BY A DRUNK DRIVER ON MY BIKE - BREYER LAW FIRST MET W/ ME IN MY HOSPITAL BED, & AGAIN IN THE CARE FACILITY - I WAS SENT TO - THEY TOOK CARE OF ME EVERY STEP OF THE WAY.

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? I WOULD TELL THEM THEY CAN'T GO WRONG, AND AT LEAST MEET W/ THEM. THEY KNOW WHAT THEY'RE DOING AND WILL TAKE CARE OF YOU 100%

Signature: 