

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? I first became familiar with Breyer Law Firm because of their support for teachers via Facebook. I researched AVVO and their name continued to come up.

Why did you choose Breyer Law Offices? After many consults with other firms, I felt confident in Breyer's Law Offices ability to represent our family. They brought an insurance expert to our first consult meeting, they were extremely organized, they made sure we had all the information we would need and they gave us ample time to ask questions.

Was the staff courteous and professional? Were your calls and E-mails responded to timely? Did you feel informed throughout our representation of you?

If not, please explain and tell us how we could have served you better:

Absolutely! Their staff was always eager to answer questions and went above and beyond to make sure that we were in the loop of what was happening with our case. Even on weeks where there was no progress, they called to check in. They treated us as friends, almost family!

Were you hesitant to hire an attorney and, if so, why?

Not at all, when we left their office my husband, son and I knew right away that this is who we wanted to represent us for my sons car accident.

Was your case result in-line with your expectations? If not, please explain:

Honestly, we had never had to hire an attorney before, we didn't know what to expect. But we definitely feel that under the circumstances, our expectations were met.

What part(s) of the process do you feel Breyer Law Offices handled well/could improve?

Communication was key!

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

This is hard to answer, as everyone that we had contact with was impressive, but Katie always put us at ease and was the sweetest person I've ever talked with. Beau was so professional and kind.

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

- Communication-I always knew what was happening behind the scenes.
- Knowledge-I never once worried as they took care of everything seamlessly.
- Convenience – they worked with our schedule and even offered to travel to me.

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?

There's not a thing I could suggest!

If you were running our law firm, what improvements would you make in our service and representation

of clients?

Breyer law firm has already surpassed my expectations!

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, I wasn't, however – I feel comfortable enough that this is the first call I would make if needed!

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

Most definitely! In fact, I've given several recommendations since first meeting them.

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
Legal Ability:	10
Customer service/How you were treated	10
Quality of representation:	10
Response time to your questions	10
Expectations met:	10

What was the best part/worse part of your experience with Breyer Law Offices?

I was so scared of the whole process-this was the first time we've hired an attorney. I really appreciated the way they treated us and put us at ease.

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

YES! Beau dealt with all of our final medical bills and took care of them, so we didn't have to pay them out of pocket. Also, he helped deal with the insurance company regarding our totaled vehicle, which was such a blessing as I had been getting the run around from them for weeks.

What was your overall feeling about your experience with Breyer Law Offices? "Deepest Gratitude" as they were "above and beyond" and I feel like they became friends during the process.

Can we use your statement and/or comments and or video for promotional purposes? Please do.

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office?

My son was driving to work. Someone made a wide right turn and ran into his car at a high speed. His car was totaled and he suffered a concussion as well as blurry vision, headaches, light sensitivity and etc. He had difficulty concentrating during his college classes and couldn't drive. He was also employed part-time. We were worried about his vision long-term and whether he would be able to finish the semester in college with his injuries. Insurance companies weren't returning phone calls and kept giving us different answers. After contacting Breyer Law Offices, I never had to weave through the process with the insurance company's again as they took everything over from there.

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?

My advice would be to call Breyer offices for one consult meeting. Give them the opportunity to explain what sets them apart from all other firms, to set your mind at ease and to ultimately get the best outcome for you that is possible. I am so glad we did!