

## 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

Why did you choose Breyer Law Offices? on line research  
ratings/customer reviews were good

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? exceptional at  
reducing the medical bills.

The results were way above our expectations

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

Haila was wonderful - always there to  
answer questions and genuinely cared.

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

The team working together and the continual  
communication

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? \_\_\_\_\_

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? \_\_\_\_\_

I did not know this

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? \_\_\_\_\_

The best part was the attentiveness  
& the settlement

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

the ~~reduction~~ reduction in the medical charges

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

been very happy with our experience - Breyer Law exceeded all our expectations

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 who ran a red light.

He hit me on the my driver's side door. I spent 3 days

in ICU - a total of 8 days in the hospital - After being discharged

from the hospital ~~we~~ had call Breyer Law firm. One of the lawyers

came to our home to meet us personally & explain how you work.

Everything worked out just as he said. We are very happy with the outcome.

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? \_\_\_\_\_

Don't try to handle the claim on your own -

We strongly recommend Breyer Law Firm to anyone

in need of a lawyer.

Signature: [Handwritten Signature]