

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: Motor Vehicle Accident

Why did you choose Breyer Law Offices? A coworker used Breyer Law for a similar incident

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

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 not really. I honestly didnt think about it however after speaking to my coworker, I was deft more at ease with going through a lawyer

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

What part(s) of the process do you feel Breyer Law Offices handled well? Honestly the whole process. It was very timely and also very nice to recieve emails/letters from Breyer Law just to see how I was.

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

I really only had contact with RJ and Heila. RJ was very straight forward which I appreciated. Heila was always quick to help.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? Feed back. I was never left in the dark.

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? NONE

If you were running our law firm, what improvements would you make in our service and representation of clients? Again None. I was very impressed from minute one. I was also very impressed when I walked in for the first time. The reception was so warm even to my children who were with me. All the staff made a very concerted effort to make my children feel welcome.

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 believe my coworker informed me of that.

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

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>100</u>	Legal Ability:	<u>100</u>
Customer service/How you were treated	<u>100</u>	Quality of representation:	<u>100</u>
Response time to your questions	<u>100</u>	Expectations met:	<u>100</u>

What was the best part/worse part of your experience with Breyer Law Offices? The worst part was even having to be in this situation. The best part was having Breyer Law and knowing it would be taken care of.

Was there some part of your experience that was unexpected or that you especially appreciated? Really the whole process was amazing.

What was your overall feeling about your experience with Breyer Law Offices? Just amazing. I would definitely use Breyer Law again and would recommend Breyer Law to any and everyone.

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 responding to a priority emergency call when another driver pulled out in front of me. As a result I hit my patrol vehicle. After a coworker informed me of Breyer Law. I went to speak with the lawyers not really knowing what to expect. When I left the offices I was completely at ease.

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? If someone told me they were hesitant I would simply say to them, go to the office and just talk to them. You won't be disappointed. I guarantee it.