

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? THE ONLY LAWYERS THAT
would talk to me

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? _____

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? EVERY PART.

What members of Breyer Law Offices did you most appreciate and what impressed you most? H.A./A,
Absolutely the Best.

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? NONE

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? _____

I WAS NOT UNTIL YOU TOLD ME

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? BEST PART WAS MEETING HAILA AND ED AND MARK

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

I APPRECIATED THE KINDNESS AND SINCERITY OF EVERY BODY IN THIS LAW FIRM

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

I LOVE THE PEOPLE OF THIS LAW FIRM

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? RIDING MY BICYCLE AND TIRE WENT INTO A DRAIN AREA I WENT DOWN SMASHED MY FACE AND BROKE MY NECK

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 YOU'RE THE BEST AND HIRE YOU