

## 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? WE RESEARCHED LAW FIRMS ON THE INTERNET AND FOUND THAT YOUR REVIEWS WERE AWESOME.

Was the staff courteous and professional? VERY 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? I WAS AT FIRST, BUT TO FIND OUT, IT WAS BEYOND MY ABILITY AND KNOW HOW.

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

What part(s) of the process do you feel Breyer Law Offices handled well? HANDLING OF ALL THE MAIL THAT WAS INCOMING, AND HOW WELL ALEXIS IS AT HER JOB.

What members of Breyer Law Offices did you most appreciate and what impressed you most? DEBRA, BECAUSE OF GIVING BIRTH AND COMING BACK TO WORK RIGHT AWAY, BUT PRETTY MUCH EVERYONE I SPOKE TO, MADE ME AT EASE.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? A RIDE TO THEIR OFFICE FROM UBER. MY SISTERS CAR IS NOT AN OLD CAR. ALSO THEIR KNOWLEDGE ON THE LAW IN'S AND OUT'S OF THE

In what areas do you feel Breyer Law Offices could have done a better job in their service to you and LAW, their representation of you? I DON'T THINK THEY CAN GET ANY BETTER.

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? \_\_\_\_\_

MOST DEFINATELY

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 WHOLE EXPERIENCE

Was there some part of your experience that was unexpected or that you especially appreciated? \_\_\_\_\_  
THE ASSISTANCE WITH THE RIDE TO THE LAW FIRM WAS UNEXPECTED AND THE ABILITY THAT ALEXIS HAD WITH THE ADJUSTER.

What was your overall feeling about your experience with Breyer Law Offices? \_\_\_\_\_  
VERY WELL ORGANIZED

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? AFTER A GREEN LIGHT, I PROCEEDED TO TURN LEFT FROM AN OFFRAMP. A DRIVER THAT HAD A RED LIGHT KEPT GOING AND T-BONED ME ON THE DRIVER SIDE, SPUN ME ABOUT 90° FROM SOUTH TO WEST. THANK GOD I WAS NOT HURT TOO BAD.

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? PLEASE DO NOT TRY TO SOLVE THIS ON YOUR OWN. YOU NEED THE HELP FROM THIS LAW TEAM "BREYER LAW OFFICES!"