

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? Referral from a trusted friend.

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? Definitely

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? Yes - we are not litigious - want to avoid hostility - fear of the unknown - overwhelmed

Was your case result in-line with your expectations? No If not, please explain: It was far greater than expected.

What part(s) of the process do you feel Breyer Law Offices handled well? Communication. Lack of pressure. Personal, helpful, caring thorough

What members of Breyer Law Offices did you most appreciate and what impressed you most? Stefanie Ledbetter - excellent follow through & communication. Very professional & responsive.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? Looking after my mother's best interests - explaining entire process & setting realistic expectations -

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? _____

NO -

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: 10
Customer service/How you were treated 10
Response time to your questions 10

Legal Ability: 10
Quality of representation: 10
Expectations met: 50

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

Best - friendly people - Complete explanations

Worst - identifying the amount to authorize registrations

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

How simple it was for me - because of the work you do

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

Excellent - incredible

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? My mother was not at fault for her car accident -

but it has changed her life forever. It was a difficult decision to hire an attorney. Now that it's over, I see that it was the best choice. I could never have navigated the process on my own -

Breyer law firm stood up for my mom - protecting her best interests.

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? _____

Its impossible - the risk is too high because of the complexity of the insurance systems.