

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? They were my 2nd choice after another firm. Breyer did everything they didn't. Breyer is patient & understanding.
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! Everyone treated me so well, that hiring another attorney never came to mind. Evelyn is the greatest. I would call her all the time & she was always patient. Anything I asked for, Evelyn got it taken care of.
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? The negotiation part. When I heard that Beau got into an agreement w/ the insurance company on my behalf, I knew that I chose the right firm. The firm that would fight for me.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Both my lawyer Beau & attorney Evelyn. I'm not an easy person to deal w/ w/ they were more than perfect to me. I'm sad to let them go now.
In what areas do you feel Breyer law Offices provided you outstanding service/representation? Just keeping me updated on everything. They responded in a timely matter.

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? I don't think they could of done a better job then what they have already.

If you were running our law firm, what improvements would you make in our service and representation of clients? Nothing. Everything is straight perfection.

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? _____

Yes. Both Beau & Evelyn let me know that.

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Yes. I already have & will again.

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: They day I came in - The accident really messed me up, so I felt special when I walked in, in almost a family way.

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

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

If I could give them an award, I would. Everything was handled to the point that I didn't have to do anything.

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 accident was my 1st. A lady ran the red light, and T-boned my car. I was in so much pain, mentally & physically, that I didn't want to deal w/ a case, didn't know how or where to start. As soon as I step into Breyer they took all of that away. I felt like they would be the right pick for me. I don't regret my decision at all.

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 do the case on your own. Breyer will do everything for you & it will ease your mind. Breyer was good to me, so I know they will be for anyone else.