

## 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!

How did you become aware of Breyer Law Offices? Researched various PI firms

Why did you choose Breyer Law Offices? Firm presentation, staff reception on initial consult, the lawyer (Beau) was well-prepared, knowledgeable and interested. No firm direction of my medical care was very important.

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

If not, please explain and tell us how we could have served you better: You're kidding, right? Impossible.

Were you hesitant to hire an attorney and, if so, why? Yes. because I am an attorney ;-)

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? Customer service, customer service, customer service. Attentiveness, responsiveness, clarity, no BS, no "grey area" advice or pushiness.

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

Dalia!! My goodness, never let her leave (like you did with Beau - joking). Beau was fantastic as well, and of course "the finisher" Alexis wrapped my case up and presented it with a bow. (no pun intended)

In what areas do you feel Breyer law Offices provided you outstanding service/representation? \_\_\_\_\_

In every aspect of my case, the firm met or exceeded my expectations. Whenever I get a client with a potential PI case, I send them only to Breyer.

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? In my case, not one thing.

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 am now, thank you!

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Without hesitation.

*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>11</u>	Legal Ability:	<u>11</u>
Customer service/How you were treated	<u>11</u>	Quality of representation:	<u>11</u>
Response time to your questions	<u>11</u>	Expectations met:	<u>11</u>

What was the best part/worse part of your experience with Breyer Law Offices? \_\_\_\_\_  
Best - communication and responsiveness to my inquiries.

Worst - nothing.

Was there some part of your experience that was unexpected or that you especially appreciated? \_\_\_\_\_  
My coffee mug and pizza cutter! Yes, I am simple like that.

What was your overall feeling about your experience with Breyer Law Offices? \_\_\_\_\_  
Warm, fuzzy and confident that my case was important.

Can we use your statement and/or comments and or video for promotional purposes? Absolutely

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? Rear ended by a distracted driver on freeway. Researched various PI firms, and very nearly decided not to hire an attorney based on the discomfort I felt with each firm I spoke to. Thank goodness I checked into Breyer, since the experience was 100% better than the other firms. From the moment I entered the offices for my very personalized consultation, I knew Breyer was the right fit.

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? \_\_\_\_\_  
Breyer is different. Just call them.