

## 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? After our consultation we felt they were knowledgeable and we were confident we were in good hands.

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: N/A

Were you hesitant to hire an attorney and, if so, why? No

Was your case result in-line with your expectations? yes If not, please explain: N/A

What part(s) of the process do you feel Breyer Law Offices handled well? All of it

What members of Breyer Law Offices did you most appreciate and what impressed you most? All of them. Haila, Brian and Alexis were great. Always answering questions and making sure we understood everything.

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? We did not see any issues.

If you were running our law firm, what improvements would you make in our service and representation of clients? None everything was perfect!

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

they have already referred us to other attorney service for other issues

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Most defiantly.

**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? worst part was having an accident that could have been avoided

Was there some part of your experience that was unexpected or that you especially appreciated? The personal letters, and gifts - nice touch thank you for your care and concern

What was your overall feeling about your experience with Breyer Law Offices? The most positive experience with an attorney

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? A lady made a left hand turn into our lane causing a head on collision. Breyer law firm handled our case professionally and always kept us in the loop as to what was going on with our case. They were amazing!

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? We could not have asked for a better team to represent us. They took care of everything for us.