

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? When initial call made, Attorney very helpful and met with my mom within 24hrs

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? _____

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 - had heard stories from various people about how they had felt "scammed" by law suits and settlements

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? Everything - every step was explained and every question answered

What members of Breyer Law Offices did you most appreciate and what impressed you most? Kathy was great, I feel she always went above and beyond.

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? NO ISSUES

If you were running our law firm, what improvements would you make in our service and representation of clients? NONE

10/27/2017

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? _____

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

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? Whole experience was good

Was there some part of your experience that was unexpected or that you especially appreciated? NO CONCERNS

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

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? MOM WAS KNOCKED DOWN BY FAULTY DOOR AT HER ASSISTED LIVING AND WE FELT THEY WERE RESPONSIBLE AS THEY CARED FOR FRAIL PEOPLE. YOUR LAW FIRM NEVER TREATED MY MOM LIKE AN "OLD PERSON". YOU BELIEVED HER AND STOOD UP FOR HER.

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? CALL YOU FIRST AND THEN MAKE THAT DECISION

Signature:

Date: