

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? referred by acquaintances

Why did you choose Breyer Law Offices? Website & TV ads were helpful. Good References.

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? Yes I was hesitant because never hired an attorney before.

Was your case result in-line with your expectations? Yes If not, please explain: _____

Actually far beyond my expectations.

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

Everyone was helpful, friendly & detail-oriented.

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

Stephanie Smilie was incredible! She really took great care to answer all our questions.

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

They anticipated my concerns & worked to answer/resolve immediately.

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? None - excellent job!

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

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. This is great. We were informed of this when our case settled.

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

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? _____

Stephanie - made sure all issues were covered so we have closure with no loose ends.

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

everyone was helpful & friendly. I never felt like I was wasting anyone's time.

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

I won't hesitate to refer Breyer Law to friends & family.

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? _____

I was injured in a car accident that was not my fault. My car was totaled & I had a serious knee injury. Breyer Law took me in to their "family" & I got more than I could have hoped for in a settlement & all details covered.

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? _____

I plan to contact my sister, up in Washington. She had an accident around the same time as me, she chose not to hire an attorney & her case is still not resolved. She can't really use an attorney to be on her side - like Breyer Law.