

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? Because of your complete loyalty, friendliness and overall impression of Breyer Law Offices

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 did not want to, but my husband convinced me to file this action/suit.

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? It was handled extremely well from this first meeting until this final letter.

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

Delba, she was always right there and she could answer any and all questions that came up during the process.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? In all areas from start to finish.

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, keep up the excellent work & service that you provided to us.

If you were running our law firm, what improvements would you make in our service and representation of clients? None, just keep up what you are doing.

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? Yes.

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? Your friendliness and responsiveness to all matters.

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

What was your overall feeling about your experience with Breyer Law Offices? Excellent/superior.

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 don't remember very much about the accident.

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 would definitely recommend Breyer Law Offices.