

## 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? I researched Personal Injury lawyers online BreyerLaw had good reviews. The initial meeting was present  
Was the staff courteous and professional? yes Were your calls and E-mails responded to yes  
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? I was hesitant because I didn't want to cause the opposing family financial distress.

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? Jennifer did a fabulous job of getting to know me and keeping me up to date on the case.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Jennifer is AMAZING. I couldn't have asked for a better point of contact I was also impressed that Alexis recognized my daughter and called her by name even though we don't see her often.  
In what areas do you feel Breyer law Offices provided you outstanding service/representation? the entire process.

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? \_\_\_\_\_

If you were running our law firm, what improvements would you make in our service and representation of clients? \_\_\_\_\_

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. that's wonderful. Hopefully I don't need to call!

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Yes 100%

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? \_\_\_\_\_

Was there some part of your experience that was unexpected or that you especially appreciated? Even though we didn't see her often, Alexis recognized and called us by name. She also recalled specifics of our case.  
What was your overall feeling about your experience with Breyer Law Offices? Completely Satisfied.

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? My 4 year old daughter was bitten in the face by an acquaintances dog. The dog owner accepted responsibility, but shortly after the elderly dog passed away and the owner refused to cover the expenses. Breyer Law worked with their insurance company to

What would you say to someone who was considering hiring our office who was hesitant to become reach a involved with a lawyer and who thought they could handle their claim on their own? Working Settlements  
With Breyer Law is like working with an old friend. They know all the tips & tricks and have your best interest at heart.