

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? Referral.

Why did you choose Breyer Law Offices? I have heard great things, and I trust my boss's recommendation.

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? Not at all - I knew I would need one, and I was confident that I was owed compensation.

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! I love that I didn't have to do much at all, and I felt comfortable letting this be handled.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Dalia has been great and very attentive - more than enough help for me!

In what areas do you feel Breyer law Offices provided you outstanding service/representation? All aspects - I did not need to even come to the office through the ordeal, and I love that.

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? All was handled well.

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? I was not aware!

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? Best part was letting this all go, and being informed along the way. All of my questions were answered when needed.

Was there some part of your experience that was unexpected or that you especially appreciated? Nothing that stands out.

What was your overall feeling about your experience with Breyer Law Offices? I appreciate their services, and all of the work they took on in handling my case for me.

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 hit while crossing an intersection on a green light for me. The guy was clearly at fault, so I needed to get the most out of this situation. The firm set up a ride for me to meet my lawyer, they have tons of cracks (my favorite) and I felt welcomed and treated like any other client, although my case was

What would you say to someone who was considering hiring our office who was hesitant to become relatively small. involved with a lawyer and who thought they could handle their claim on their own? IT IS SO WORTH IT TO LET THEM HANDLE YOUR CLAIM - THEY WILL GET WHAT THEY CAN FOR YOU, AND BE REASONABLE AS WELL.