

## 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 did some research on Personal Injury lawyers and used the Avvo ratings to determine selection

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? No.

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? From the beginning to the end of the process

What members of Breyer Law Offices did you most appreciate and what impressed you most? Delba Ortiz - very personable, informative, knowledgeable, understanding, patient and caring. Alexis Breyer - Her tenacity to get the best outcome for her clients.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? Guidance from Delba throughout the whole process and how Alexis fought on my behalf to get the best outcome.

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? I am very satisfied with their service and have no complaints

If you were running our law firm, what improvements would you make in our service and representation of clients? Same as above.

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? Yes.

It is good to know I can call for legal guidance if I need it.

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Absolutely 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: 10  
Customer service/How you were treated 10  
Response time to your questions 10

Legal Ability: 10  
Quality of representation: 10  
Expectations met: 10

What was the best part/worse part of your experience with Breyer Law Offices? The best part for me was the staff, their professionalism and caring attitude. No worst experience

Was there some part of your experience that was unexpected or that you especially appreciated? I needed help financially and Breyer Law helped me in getting the finances to get through a rough time. This alleviated so much stress for me.

What was your overall feeling about your experience with Breyer Law Offices? I am very happy about my experience with Breyer.

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 heading to work going south on 7th Ave and a vehicle pulled out from a residential street to cross over to the lane going north. I was injured and broke my left wrist and sprained my right. I contacted Breyer Law and they immediately set up a consultation. The representative was great. He was very knowledgeable and I appreciated him making it clear that my case may take over a year to settle and to be patient in order to get the best settlement possible.

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 tell them trying to handle their own claim will be very stressful and that they may not get the settlement they are entitled to. Having legal representation and expertise on your side just makes sense.