

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? Referred by a friend who past
was a past client of Breyer Law (a very satisfied client)

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, this was my 1st
time dealing with this kind of situation & wasn't
so much hesitant to hire an attorney, but more so who

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? The beginning
the middle and the end, the whole
process was flawless.

What members of Breyer Law Offices did you most appreciate and what impressed you most? M.
Paralegal Stephanie Ledbetter worked tirelessly,
to reach agreements w/ all medical providers.

In what areas do you feel Breyer Law Offices provided you outstanding service/representation? They
were indeed true to their word - they did not
sugar coat my situation & were true to the very end.

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? N/A

If you were running our law firm, what improvements would you make in our service and representation
of clients? N/A

* Honest

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? absolute & resounding 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/worst part of your experience with Breyer Law Offices? Being able to sleep @ night during this ordeal. I entrusted my case to them with zero regrets.

Was there some part of your experience that was unexpected or that you especially appreciated? How they were able to reduce my medical bills down to less than 3% of the original amount and *

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

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? While South on 51st Ave @ the posted speed limit I collided (T-boned) with a car that turned left (west) onto Leaslip Ave when I was less than 20' away from them totaling both bike & car. I had extensive life threatening injuries. No experience to my side I wouldn't be in the situation I'm in financially if not for the fantastic

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? an med bills paid & some cash hand.

Oh my gosh mistake! The fees you are paying this team is an investment in who you are because you deserve the highest & best in care & so you can only get that through law, which will reap a rewarding return of a smooth process & financial relief you'll need

* were still willing to reduce their fees for me

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Why did you choose Breyer Law Offices? I liked your TV commercial

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 because of friendship w/ insured

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

What members of Breyer Law Offices did you most appreciate and what impressed you most? TRACY was very professional

In what areas do you feel Breyer law Offices provided you outstanding service/representation? Communication & updates.

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? everything was fine

If you were running our law firm, what improvements would you make in our service and representation of clients? nothing

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

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: 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? Talking w/ Tracy throughout the process, she was great even when I needed to vent frustration.

Was there some part of your experience that was unexpected or that you especially appreciated? Communicating with me on Facebook.

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

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 a passenger in a car & we were hit head on by a van that pulled out in front of us & pushed us into oncoming traffic.

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 to talk to you

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Why did you choose Breyer Law Offices? Reviews online, gut feeling
& referral by my cousin

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? communicating,
letting me know what was going on

What members of Breyer Law Offices did you most appreciate and what impressed you most? _____
Jennifer! She has been so helpful &
so kind. She really earned my trust

In what areas do you feel Breyer law Offices provided you outstanding service/representation? _____
again, communication, being personable &
kind

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

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? _____

yes

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

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? _____

Talking with Jennifer

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

How kind Jennifer was

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

like I was in good hands

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 got hit by a drunk driver w/ no

insurance & broke & had to have surgery on my ankle. found out the car was in only had a 25K uninsured policy & that's what I got in the end. would definitely use

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? Don't do

it on your own, I used Breyer Law & they took amazing care of it all

Breyer Law again

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Why did you choose Breyer Law Offices? I researched Personal Injury lawyers online BreyerLaw had good reviews. The initial

Was the staff courteous and professional? yes Were your calls and E-mails responded to meeting was present
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: 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? _____

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 involved with a lawyer and who thought they could handle their claim on their own? Reach a Working Settlement with Breyer Law is like working with an old friend. They know all the tips & tricks and have your best interest at heart.

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Why did you choose Breyer Law Offices? Recommended by friends

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 we were hesitant to hire an attorney because we had never done that before. We didn't know how to hire an attorney.

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? All of the process was handled well.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Stephanie, Alexis & Danielle

In what areas do you feel Breyer law Offices provided you outstanding service/representation? great attention to detail. all decisions were ours to make. I felt like everyone cared about me.

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? perhaps a little more communication at the beginning. It took a while to understand processes.

If you were running our law firm, what improvements would you make in our service and representation of clients? More communication early on for novice clients like me.

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? _____

not before we came to you as new clients.

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: 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? _____

(We won our case.) It was good to know all the details were being carefully monitored.

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

Stephanie was terrific.

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

I appreciate all the hard work put in to our case. I was confident that everything was handled.

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? Car accident that was not my fault. Injuries & totaled car. I went to your office, told my story & you & your staff took care of everything

everything

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 already told my sister-in-law to visit a lawyer - even if only to get advice. She is still waiting a year & a half & she still has no resolution. by doing things on her own.

I already told my sister-in-law to visit a lawyer - even if only to get advice. She is still waiting a year & a half & she still has no resolution. by doing things on her own.

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Why did you choose Breyer Law Offices? It was an easy decision after my first call was answered by Mark and he wasn't pushy and gave me really good advice.

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? I was at first but after my first correspondence with the other party's insurance, I knew this case wasn't going to be the same as the past rear ending my wife experienced.

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? _____

Providing advice at each stage of the case

Negotiating with the insurance company

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

Dalia Diaz (paralegal)

Stephanie Ireland (Attorney)

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

Advice. Status updates. Dealing with the insurance company's appraiser. Accommodation for notary

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 think weekly status updates will be beneficial even if there're no changes

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

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.

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? 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: 9
Customer service/How you were treated 9
Response time to your questions 7

Legal Ability: 9
Quality of representation: 9
Expectations met: 9

What was the best part/worse part of your experience with Breyer Law Offices? Best experience was when I found out how much Breyer Law was able to settle the bodily injury claim for.

Was there some part of your experience that was unexpected or that you especially appreciated? I appreciated how I was treated at the office.

What was your overall feeling about your experience with Breyer Law Offices? I was really impressed with the professionalism and the fact that I had good support

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 sandwiched between 2 cars on the US60W on my way to work in the morning the day of, and after the pain, stress and the minor concussion, the lawyers/paralegals alleviated my stress by telling me to concentrate on feeling better and they had my back.

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 recommend Breyer to everyone thinking about hiring a law firm, because Breyer isn't any law firm but it's genuine and willing to go all the way for the clients. Thank you Breyer Law

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Why did you choose Breyer Law Offices? my brother did

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? NO If not, please explain. Mark had said a bigger number

What part(s) of the process do you feel Breyer Law Offices handled well? everything was good

What members of Breyer Law Offices did you most appreciate and what impressed you most? Stefanie best lady i've ever met

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

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

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: 10
Customer service/How you were treated 10
Response time to your questions 10

Legal Ability: 10
Quality of representation: 10
Expectations met: 5

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? _____

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

good

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 son fell out bus

and had multiple brain damages
Mark and Stefanie were always
thier when i needed my questions
answered

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? _____