

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? Your office was the only one that answered my yelp request with sympathy and respect.

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? All the time

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? _____

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? _____

Every part of the process were handled beyond excellently, with the up most respect.

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

We appreciate the whole Breyer team, Tracy Stack was amazing. She was very respectful and walk us through the process.

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

It is hard to choose only a few areas. The way we were included in every aspect of the case. The fact that we were never given any false expectations.

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? _____

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? The best part was the entire staff treating us with such respect. The worst part is the reason we needed the services.

Was there some part of your experience that was unexpected or that you especially appreciated? How we were never presumed or lied to. That we were included in every step.

What was your overall feeling about your experience with Breyer Law Offices? We couldn't have hope for a better experience.

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 brother was hit and killed while crossing the street. Most law offices I contacted would take the case. The Breyer Law offices, simply told that they would try. Never promised anything other that they would try.

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? _____

It would be the best decision they could make.