

## 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? We were recommended by a friend and saw us on a commercial & loved the commercial

Was the staff courteous and professional? Yes Were your calls and E-mails responded to timely? no emails - do not have but yes to calls & letters 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: I wasn't expecting such an awesome outcome. I had to pull over and ask her to please repeat what she said and had to call back to repeat again.

What part(s) of the process do you feel Breyer Law Offices handled well? Everything from start to finish

What members of Breyer Law Offices did you most appreciate and what impressed you most? Alexis calling, Jennifer calling. The way you care about people and keep in touch. I was able to get in touch with someone as well.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? From the first gentlemen to R. J. to Jennifer to Alexis. Always someone there, did not get put off.

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? Can't think of anything, they all should have the little Angel circle over their head like the commercials.

If you were running our law firm, what improvements would you make in our service and representation of clients? Really would not find it necessary to change anything. You work as a team, like a family

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? Gosh 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? Best part to have your team behind me, helping me. First Accident, first everything wasn't going into a car accident in order to meet everyone.

Was there some part of your experience that was unexpected or that you especially appreciated? Appreciated more than anything was the caring factor.

What was your overall feeling about your experience with Breyer Law Offices? Awesome!  
My favorite word.

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 with one of my best friends at an intersection, it was so quick neither one of us could figure out what happened and we got hit by two cars. while waiting for the light. My experience with Breyer was R.J. was at the house the next day and I can't think of a better law firm that would just do.

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? To even think you can handle your claim on your own would be a mistake. One thing I can tell you from my experience would be to don't make that mistake call Breyer Law Offices, the Husband and Wife Law 3 Team.