

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? By comparing top rated law firms and then researching your education background and experience.

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? Working diligently in getting everything released to our family in a timely manner and continually working with the DA to help us get try to get closure.

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

Everyone that worked on our case did a fantastic job! from the lawyer that met us, paralegal Tracy Stack to the calls with Brien & Co

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

Being very flexible setting conference calls that worked around our work schedules and time zone.

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? Try implementing direct deposit, get an estate attorney on staff.

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:	<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? _____

Honesty, friendliness, straight to the point, assertive about our case.
worse - That we had to go through the loss of our mother.

Was there some part of your experience that was unexpected or that you especially appreciated? Driving out of your way to drive almost an hour to meet with us when we got to AZ.

Staying in constant contact w/ us, even if it was just to see how we were doing or to ask if we needed anything.

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

I felt they did an amazing job with our case.

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 living in Pennsylvania I received a call telling me that my mother was killed in a car accident. We immediately made arrangements to fly to Arizona. During this my husband started looking for Attorneys. After finding Breyer Law Offices, we contacted them and, after expressing their deepest sympathy, they immediately went to work to ensure that we received the best possible representation.

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? If you are considering representing yourself, don't - Navigating the legal system and

handling all other personal matters while trying to endure the pain and emotion of your situation is simply too much of a burden. Do yourself a favor and seriously consider hiring a law firm, such as Breyer Law Office, so that you have the time to focus more on your own healing process.