

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 had heard great experiences with this law office

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 well with all family members to find closure with this case

What members of Breyer Law Offices did you most appreciate and what impressed you most? everyone who worked with us did an outstanding job.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? The conference calls that were needed to be held were very flexible with our schedules

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? The service you provided was very professional and I feel you are in no need of improvement

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? The honesty friendliness and no beating around the bush about the case was great. The worst part was having to experience the loss of my mother.

Was there some part of your experience that was unexpected or that you especially appreciated? always checking on us just to see if we are doing ok was very sweet and very much appreciated.

What was your overall feeling about your experience with Breyer Law Offices? We all had a wonderful experience with your offices and staff.

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 Aunt had called me and told me mom was in an accident and they were unable to save her we then all got together and flew out to AZ. to make arrangements. my brother (Brian) had mentioned a lawyer and when he found your office my Aunt had said she wanted you guys were great.

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 advise against that altogether. Breyer Law Offices will

do anything possible to make your experience as Painters
as possible. you have enough to worry about.
they are tight, energetic and very professional.