

## 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? I googled top law firms, read the reviews and I took a chance. The staff was very kind my first appointment, I got a

Was the staff courteous and professional? yes Were your calls and E-mails responded to good vibe so  
timely? yes Did you feel informed throughout our representation of you? yes I went w/ it.

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, I hired an attorney prior to coming here so it was bitter sweet trying to find a new one to trust

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 open communication was good, I always got answers to my questions, the staff is very friendly

What members of Breyer Law Offices did you most appreciate and what impressed you most? Brian, Marsha, Alexis, Mark, all staff involved in the case were great. I like the teamwork

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

Overall, I have appreciated the communication and openness that I received, everyone was pretty transparent w/ my case

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 believe everything went well from start to finish, this is one of the only law firms I'd recommend to others

If you were running our law firm, what improvements would you make in our service and representation

of clients? nothing I can think of, I'd strongly recommend your firm to anyone

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:	<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? Best - communication, friendly staff, transparency; worse - there are no bad experiences I have had, I'm happy w/ the firm overall

Was there some part of your experience that was unexpected or that you especially appreciated? Alexis got me an extra \$10,000 for my settlement! Also, spaces in the office was an unexpected treat. Communication/friendly staff

What was your overall feeling about your experience with Breyer Law Offices? This law firm cares about their clients and works to get the best outcome. I'm so glad I chose this firm to represent me.

Can we use your statement and/or comments and or video for promotional purposes? of course!

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? I was rear ended on the I10 damaging my new car and resulting in shoulder surgery. Breyer Law took my case and from start to finish I didn't have to worry about if my case was being taken care of. I had piece of mind through the whole process.

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? Breyer law firm is who I chose in my accident and they took care of me. I'd recommend they come in and see for themselves there are good firms, specifically Breyer law firm join the winning team