

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? Had heard good reviews.

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? Getting my own insurance to pay out.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Mona Castañeda, she would call me & update me on the status of my case often.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? lowering the bill amounts

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? _____

I didn't know.

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? _____

Did not have bad experience.

Was there some part of your experience that was unexpected or that you especially appreciated? _____

The first lawyer moved firms prolonging my case.

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

great.

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 traveling North bound on the carpool lane of

the I-17 a truck lost a box causing me to collide with it and loose control of my brand new motorcycle. I am glad The husband & wife law team was on my side. They got me all I was entitled to.

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? _____

Don't do it the insurance companies are not looking out for you.