

## 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? A FRIEND HIGHLY RECOMMENDED  
BREYER LAW SO I DIDN'T HESITATE TO CALL

Was the staff courteous and professional? VERY Were your calls and E-mails responded to timely? YES Did you feel informed throughout our representation of you? VERY MUCH SO

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? NOT AT ALL. I HIGHLY  
RECOMMEND BREYER LAW. YOU WON'T FIND ANYONE BETTER.

Was your case result in-line with your expectations? WELL ABOVE If not, please explain: \_\_\_\_\_

What part(s) of the process do you feel Breyer Law Offices handled well? ALL OF IT.

What members of Breyer Law Offices did you most appreciate and what impressed you most? \_\_\_\_\_  
EVERYONE WAS WONDERFUL.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? \_\_\_\_\_  
BREYER LAW FOUGHT HARD FOR EVERY ASPECT OF 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? EVERYONE WENT ABOVE AND BEYOND IN EVERY  
AREA SO NOT SURE YOU ALL CAN GET ANY BETTER.

If you were running our law firm, what improvements would you make in our service and representation of clients? I WOULD KEEP IT AS IS.

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 WAS UNAWARE UNTIL RECENTLY.

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? I WOULD REFER ANYONE AND EVERYONE

**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? THE BEST PART OF MY EXPERIENCE WAS THE FACT THAT BREYER LAW TOOK CARE OF EVERYTHING FOR ME.

Was there some part of your experience that was unexpected or that you especially appreciated? THE PART WHERE I WAS GOING TO GET NEXT TO NOTHING AND BREYER LAW MADE SURE THAT DIDN'T HAPPEN.

What was your overall feeling about your experience with Breyer Law Offices? I COULDN'T BE HAPPIER.

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 T-BONED AND THE OTHER DRIVER FLED THE SCENE. I FOLLOWED HIM GIVING THE POLICE TURN BY TURN DIRECTIONS UNTIL THEY CAUGHT HIM. TO AVOID HASSLES FROM HIS INSURANCE COMPANY A FRIEND RECOMMENDED BREYER LAW AND I COULDN'T BE HAPPIER WITH THE OUTCOME.

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 SAY YOU CAN'T GO WRONG WITH BREYER LAW. BEST EXPERIENCE EVER. THEY TAKE GREAT CARE OF YOU.