

## 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!

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? Yes, at the time I wasn't sure it was needed. I was encouraged to seek medical attention + I am glad I did. I am not sure I would have without that encouragement

Was your case result in-line with your expectations? Yes If not, please explain:  
It was what I expected. I feel my injury + pain is worth more than this BUT its not about "fair" unfortunately

What part(s) of the process do you feel Breyer Law Offices handled well? I believe every area was covered. She handled the injury, medical, vehicle, even was sensitive to my feelings + personal experience with the case

What members of Breyer Law Offices did you most appreciate and what impressed you most?  
everyone involved from start to finish from my consultation, Dora, Stephanie, + Maria just stepped up to the plate!

In what areas do you feel Breyer law Offices provided you outstanding service/representation? \_\_\_\_\_  
The whole time. I am a raving fan!

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 did NOT, but I do appreciate that

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? I would!

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? There was a few times when I was just stressed & anxious. Speaking w/ the paralegal & Stephanie did help bring peace of mind

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

Maria just went out of her way I feel: she is knowledgeable & just helping a lot with my property damage

What was your overall feeling about your experience with Breyer Law Offices? I believe the people at this office really do care.

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? I was driving (close to home). This guy was driving in the "suicide lane" & crossed over to my lane - hit me head on, my car spun, and I was hit again. I am grateful to be here. This accident just brought me down, traumatized me, caused me injury & pain. Breyer was just

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? \_\_\_\_\_

There encouraged me to get help & reassured me they will take care of the case. Everyone has been caring, sensitive, and helpful.

I would encourage them to at least meet  
for a consultation. This is a difficult situation &  
I think I would have gave up if I didn't have  
the help of my lawyer + paralegal