

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? LOOKED UP ONLINE AT MANY ADVERTISED OFFICES, FOUND OUT THEY WERE MULTISTATE, CONTACTED BREYER LAW - LOCAL & EXCELLENT FEEDBACK

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? 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? NO If not, please explain: IT WAS MUCH BETTER!

What part(s) of the process do you feel Breyer Law Offices handled well? TO TAKE EXPLANATION, REPRESENTATION

What members of Breyer Law Offices did you most appreciate and what impressed you most? STEPHANIE, DORA AND MARIA

In what areas do you feel Breyer law Offices provided you outstanding service/representation? EVERYTHING BUT SOME COMMUNICATION

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? COMMUNICATION; WAS A LITTLE LAGGARD AT TIMES, PAPERWORK DUPLICATION, FAXES NOT RESPONDED TO QUICKLY (HONORING EXPECTATIONS)

If you were running our law firm, what improvements would you make in our service and representation of clients? NONE

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, SOUNDS LIKE A FANTASTIC BENEFIT!

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? MOST DEFINITELY, I DID. IN FACT, REFER BREYER LAW TO A FRIEND

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 PART WAS FINDING OUT WE WOULD GET A SETTLEMENT, THEN FINDING OUT IT WAS LARGER THAN EXPECTED. WAITING IS THE WORST PART.

Was there some part of your experience that was unexpected or that you especially appreciated? SEE - ABOVE!

What was your overall feeling about your experience with Breyer Law Offices? THAT HIRING BREYER LAW WAS ONE OF THE BEST DECISIONS I HAVE EVER MADE.

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 GOING TO DIVORCE OUR 'DATE NIGHT'. WE STOPPED FOR A RED LIGHT, WHILE SITTING 8TH IN LINE AT THE RED LIGHT, I NOTICED A VEHICLE APPROACHING FROM BEHIND AT A HIGH RATE OF SPEED. THEY DIDN'T SLOW DOWN, HIT US & TOTALLED OUR TRUCK AND SENDING ME TO THE HOSPITAL. I CONTACTED BREYER LAW AND THEY TOOK CARE OF EVERYTHING

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? _____