

## 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 saw the Commercial and liked  
what I saw.

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, because I was unsure  
of the process

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? I felt that Erica  
was very helpful and a pleasure to deal with  
and very easy to communicate with

What members of Breyer Law Offices did you most appreciate and what impressed you most? \_\_\_\_\_  
Erica because of how she was responsive  
and very knowledgeable.

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

~~None~~ I feel my experience was easy and  
I felt at ease because my case was handled without incident

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? None I had a great experience

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? \_\_\_\_\_

Yes

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? \_\_\_\_\_

best part was having the piece of mind knowing they were on my side.

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

the extra explanation when I needed it was excellent I felt that I was very informed of what was happening w/case

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

excellent

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 rear ended on the freeway on my way to get my kids, I called the Breyer Law office the next day they had me in the office right away to hear my side they helped me get my car fixed fast and helped me with my doctors. I was very pleased w/my experience.

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? \_\_\_\_\_

Trust the husband and wife law team you won't regret it.