

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? excellent BBB rating

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? not after talking to your representative

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? we could not have expected a better outcome

What members of Breyer Law Offices did you most appreciate and what impressed you most? _____

Everyone we dealt with was helpful and professional. We dealt mostly with Brian and Stefanie and they were both exceptionally pleasant to work with.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? They kept us updated at all times - made sure we understood the processes and achieved an outstanding result/outcome!

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? We were pleased with everyone and of course the outcome!

If you were running our law firm, what improvements would you make in our service and representation of clients? We feel you represented us in a very professional way - couldn't think of anything you should improve

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 - and we would not hesitate to contact you again if the need arises.

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

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? _____

We could not have been represented any better - we loved the professionalism and being updated and the help we got with any questions

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

Updates and explanations as well as friendliness and walking us through the processes

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? Was riding my motorcycle when a driver made a left hand turn (no turn signal) and hit me while passing her car. After speaking with a Breyer representative we let them investigate the accident and are pleased about the outcome. Thank you for a great WIN!

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? _____

They have nothing to loose - but a lot to gain by letting the

Breyer professionals do the negotiations for ~~you~~ them.
