

## 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 ORDERED A COPY OF MARK BREYER'S BOOK

ABOUT AZ BICYCLE LAWS. AFTER READING IT, I KEPT IT, THINKING

BACK THEN I SHOULD KEEP HIS NAME HANDY IN CASE I CRASHED

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: 0

Were you hesitant to hire an attorney and, if so, why? NO. MY BODY WAS BADLY DAMAGED.

IT WAS OBVIOUS IT WOULD BE PERMANANT DAMAGE, TOO.

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

(I WAS SURPRISED BY THE HIGH AMOUNT OF THE SETTLEMENT)

What part(s) of the process do you feel Breyer Law Offices handled well? ALL. NO COMPLAINTS

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

KIM & ALEXIS - THE YOUNG WOMAN WHO

HELPED US PAID THE SNACKS.

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

SORTING THROUGH AND REDUCING THE MEDICAL BILLS!

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 - 5 STARS!

If you were running our law firm, what improvements would you make in our service and representation

of clients? NONE - CHANGE NOTHING.

ON OCTOBER 5, 2018, I WAS BICYCLING WEST ON RAY ROAD IN THE BICYCLING LANE, NEAR 56<sup>TH</sup> STREET, WHEN A FOUR-DOOR BLACK PICK-UP TRUCK RAN THE STOP SIGN AT BECK AND SMASHED INTO ME. I LANDED ON MY HEAD 42 FEET AWAY, IN THE MIDDLE OF THE CENTER LANE OF THE THREE WEST BOUND LANES. MY HELMET WAS DESTROYED AND I WAS UNCONSCIOUS. A GOOD SAMARITAN

STOPPED HIS CAR, RAN INTO THE 8:40 AM RUSH HOUR TRAFFIC, STOOD BY ME AND DIRECTED CARS AWAY FROM MY BODY. I AWAKENED TO SEE HIM STANDING OVER ME. HE CARRIED ME OFF THE HIGHWAY AND PLACED ME IN THE ROADSIDE GRAVEL. MY INJURIES WERE SEVERE, INCLUDING THREE BROKEN VERTEBRAE AND A CONCUSSION.

AT THE HOSPITAL I TOLD MY WIFE WE NEED TO CALL THAT LAWYER WHO WROTE THE BOOK ABOUT BICYCLE LAWS IN ARIZONA. I HAD RECEIVED THIS BOOK <sup>BACK IN 2016</sup> ~~THE PREVIOUS~~ SHORTLY AFTER MOVING TO ARIZONA. IT IS EXCELLENT. I HAD <sup>TOLD</sup> AT MY WIFE BACK THEN TO KEEP THIS BOOK HANDY IN CASE I GET STRUCK WHILE BICYCLING. I HAD BEEN BICYCLING 100 MILES WEEKLY ON CITY STREETS, SO THERE IS ALWAYS THE REMOTE CHANCE ONE MIGHT GET HIT.

I CALLED THE PHONE NUMBER ON THE BOOK AND AN ATTORNEY FROM THE FIRM RESPONDED, ADVISING ME HE WOULD VISIT ME IN THE HOSPITAL RIGHT AWAY. HE DID. MY WIFE AND I WERE IMPRESSED BY HIS KNOWLEDGE AND PROFESSIONALISM, SO WE HIRED THE BREYER LAW FIRM.

WE WERE GLAD WE DID.

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? ABSOLUTELY 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: 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? BEING KEPT CONSTANTLY CURRENT WITH PLANS & DEVELOPMENTS. THIS IS VERY IMPORTANT AND THE KIM/ALEXIS TEAM DID THIS WELL  
Was there some part of your experience that was unexpected or that you especially appreciated? THE SURPRISE GIFTS WERE AWESOME!

What was your overall feeling about your experience with Breyer Law Offices? \_\_\_\_\_  
I'VE TOLD OUR KIDS TO CONTACT THIS FIRM FOR ANY SERIOUS LEGAL ISSUES THAT MIGHT ARISE. THEY WILL!  
Can we use your statement and/or comments and or video for promotional purposes? OF COURSE, YES.

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? \_\_\_\_\_  
SEE ATTACHED →

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? \_\_\_\_\_  
CALL ALEXIS IMMEDIATELY! DO NOT WASTE TIME DELIBERATING BECAUSE YOU COULD MAKE A COSTLY MISTAKE.

