

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? Two coworkers met with me after my accident & recommended Breyer.

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? No

Was your case result in-line with your expectations? No If not, please explain: _____

It was better! I expected alot more hassle & time spent.

What part(s) of the process do you feel Breyer Law Offices handled well? Initial visit, information was direct (no sugar coating) and also communication with the office @ all times.

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

Stephanie Ledbetter. She was very responsive to calls & emails. Felt she was aware of the status of my case @ all times.

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

Contact/communication with other insurance company, as well as mine.

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 at the moment.

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? _____

No.

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? _____

Once contact was initiated, by me & choosing to use Breyer Law, everything was easy. Moved quickly.

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

Yes. Receiving a higher than ~~so~~ expected settlement!

What was your overall feeling about your experience with Breyer Law Offices? Great!

Lived up to the expectations given to me, by my coworkers, at the time of referral.

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? It was a head on collision, caused by a third driver, in which my vehicle had no contact with. I knew there was someone I could contact, for legal advice, but did not know who to call. Breyer L.O. was suggested to me, at my time of need. It was nice to have someone to turn to.

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? _____

No, it's do not try to do it alone, you have enough to worry about. Their fees are more than reasonable, knowledge is amazing & they always respond to keeping you informed.