

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? CO-Worker recommended.

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: N/A

Were you hesitant to hire an attorney and, if so, why? YES - At first I didn't think my injury was as bad as it turned out. Ended up needing surgery, along with horrible pain and suffering.

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? Kept us informed, at all times, friendly, prompt with telling me what I needed to do.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Italia - Very friendly and prompt. Ed - Explained stuff very well.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? The whole process.

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? I wish it could have been quicker. (I am very happy & excited) to put money I paid on bills back into Account.

If you were running our law firm, what improvements would you make in our service and representation of clients? I wouldn't change anything. You guys are all awesome.

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: 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? The way process was explained. / Time.

Having to go back several years - Medical records

Was there some part of your experience that was unexpected or that you especially appreciated? Emails from Halia - just checking in, & cards that were sent to me. I greatly appreciated this.

What was your overall feeling about your experience with Breyer Law Offices? GREAT.
You exceeded our expectations.

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? Driving home from work on freeway, car rear ended me. My car was damaged. I was taken to the Emergency Room - months later after several physical therapy & injections. Was told surgery was necessary. The moment I walked into Breyer I felt welcome & safe, knew I could trust them.

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? The Insurance company will dig deep down to find reasons not to pay. Let Breyer help you. Just give them a call, you will not regret the call.

Signature: _____

_____ Date: