

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!

How did you become aware of Breyer Law Offices? MET MARK THROUGH IMIR/ACA

Why did you choose Breyer Law Offices? Knowing Mark and Alexis and the firm being located in the Ahwatukee Community

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? yes If not, please explain: —

What part(s) of the process do you feel Breyer Law Offices handled well? Keeping me informed along the way

What members of Breyer Law Offices did you most appreciate and what impressed you most? Beau and Dalia - Great communication

In what areas do you feel Breyer law Offices provided you outstanding service/representation? settlement was at the upper end of expectations. Process was explained in detail and questions answered promptly.

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? cant think of anything

If you were running our law firm, what improvements would you make in our service and representation of clients? cant think of any improvements needed

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? _____

I did not know this

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? _____

Process was explained in detail.

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

The frequent communication from Beau & Dalia. Also really appreciated waiving the fee on my med pay 😊

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

Very positive

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 injured in a multi-car collision on the freeway, resulting in neck pain, shoulder pain, a concussion and vision issues. Beau provided an initial consultation and explained the process in detail.

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? _____

It worth the time to ask for advice from experts in the field.