

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!

Type of Case: MVA/WD

Why did you choose Breyer Law Offices? My Mothers older Brother
Pastor José Jimenez

Was the staff courteous and professional? yes Were your calls and E-mails responded to timely? always Did you feel informed throughout our representation of you? every step

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? yes. we never had the experience of losing a love one under this circumstance. We felt no one would listen if report was not completed.

Was your case result in-line with your expectations? beyond If not, please explain: _____

What part(s) of the process do you feel Breyer Law Offices handled well? people skills

What members of Breyer Law Offices did you most appreciate and what impressed you most? everybody starting with front desk as I stated on first interview because of her sincerity when

In what areas do you feel Breyer law Offices provided you outstanding service/representation? answering phone
"making a Turnip bleed"

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? people say ther's always room for improvement We Agree but only when there's room.

If you were running our law firm, what improvements would you make in our service and representation of clients? none "Don't fix it if it not Broken"

you guys have a "Secret Recipe"

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? We weren't aware

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? Patience Understanding Making us feel as if your firm was our family on behalf of my mother no worst

Was there some part of your experience that was unexpected or that you especially appreciated? Again from day 1 the connection with our emotions

What was your overall feeling about your experience with Breyer Law Offices? A firm that stands by honesty and ethical integrity that will be by your side all the way

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?

My (our) Mother Margarita Navarre was struck by a vehicle driven by a young person. Detectives made it clear to me that Drugs, Alcohol and Speed were not a factor all the ingredients for not having any method of compensation

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? not to put their emotions and feeling away but to go with them and express them to your firm Because with all this turbulence your firm

Signature: [Signature] Date: 2-2-17

helps us sort and gave us comfort in our loss way before monetary compensation