

## 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

Why did you choose Breyer Law Offices? Sharon Friendly referred us

Was the staff courteous and professional? Always 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? We thought it could be futile since the person who caused the accident, did not own the vehicle & had no insurance & vehicle's owner claimed we

Was your case result in-line with your expectations? Better If not, please explain: responsibility.

What part(s) of the process do you feel Breyer Law Offices handled well? The entire process was handled with the utmost professionalism, great communication & results backed in kindness & compassion.

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

It meant so much to have that initial personal call from Mary. We obviously talked with Hailor the most & loved her. Also appreciate the time Richard & Brian took to explain everything to us so concise

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

I know that my case was not a big money maker for you but you handled it like it was to the point of saying you wouldn't even collect our fee if we were not awarded enough money to cover our expenses. That demonstrates

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? You totally "set the bar" high for any law firm - we don't know of anything that could be improved

If you were running our law firm, what improvements would you make in our service and representation of clients? Just by asking this further impresses me with how much you care and the effort that you have made to have a satisfied client.

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?

That is great to know & we will consider you our attorney.

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation?

Absolutely and have already bragged about our new legal representatives.

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 best part of our experience was the way we treated from the very 1st phone call, to the call saying that it was settled.

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

Loved the personal things you do, birthday card newsletters & calendar. And of course that Heila & Alexis worked hard to get more money than we expected!

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

I am very pleased with the outcome & happy that you took my case and we can proudly say we are yours.

Can we use your statement and/or comments and or video for promotional purposes? Yes. Check.

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

Wayne & I were driving E on Rt. 260, a 2 lane road on 9/1/15, 8:15; only 15 miles from our home when we were hit almost head on by an intoxicated driver <sup>(alcohol & meth)</sup> who she hit a guard rail on her side of the road twice before she ricocheted off the rail the second time, totalling our vehicle & she crossed our lane into a grassy area.

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?

I would highly encourage them to consult with you 1st as we did, because you made it effortless on our part and the wait was well worth the outcome!

a grassy area we waited a month to call your office to see if we had a case or not. & whether it was worth pursuing. It was!

mark,  
Your office is very beautiful & impressive. I see that God has blessed you & Alexis and will pursue legal representation with high ethics!