

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? highest customer satisfaction

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? very much
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 because I have never needed a lawyer before.

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

What part(s) of the process do you feel Breyer Law Offices handled well? answering my questions

What members of Breyer Law Offices did you most appreciate and what impressed you most? _____
Mr. Citron willingness to fight for my rights

In what areas do you feel Breyer Law Offices provided you outstanding service/representation? _____
Settling in a timely manner also you were willing to pick me up when my car was totaled

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? ... healthier snacks.

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? _____
I was not aware

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

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? _____

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

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

Can we use your statement and/or comments and or video for promotional purposes? _____

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

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 say that the case should be handled by professionals and getting what you deserve is worth every dollar.

Signature: _____