

## 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? You had the best reviews on evo and we didn't have to pay up front.

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 we were not hesitant.

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? The communication was handled exactly how we would have expected.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Alexis and Marsha did awesome. They had amazing communication and were available whenever needed.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? Open communication

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? Nothing

If you were running our law firm, what improvements would you make in our service and representation of clients? Nothing

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? No but Celeste might have been

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? Yes we most definitely would.

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? Best parts were the communication and the fact that once you were able to get us away from having to file for bankruptcy.

Was there some part of your experience that was unexpected or that you especially appreciated? Yes the part where Alexis let us know that we were getting a settlement!

What was your overall feeling about your experience with Breyer Law Offices? It was a great experience, that we hope we don't have to experience again.

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 accident was a Vegas trip that I'll always remember because of how injured that I was. My acquaintance called the car to times and I was ejected. Our experience was awesome because of Alexis and Marsha.

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 recommend them because by letting them know how awesome that you all are and how easy you made it.