

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: Motor Vehicle Accident

Why did you choose Breyer Law Offices? I finally got hurt bad enough

I wanted to use them the first and the second

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/could improve? _____

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

like how you respond'd quickly to me
and the month they contact

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

How you kept me in the loop of what
is going on

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? Honestly I don't think

there is room 4 improvements

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

Would you refer a family member, friend or acquaintance to Breyer Law Offices for a consultation or legal representation? yes I would even tell a stranger
you folks were wonderful

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 12
Response time to your questions 10

Legal Ability: 10
Quality of representation: 12
Expectations met: 12

What was the best part/worse part of your experience with Breyer Law Offices? the worst was the accident the Best was meeting you folks and that I lived through it and the

Was there some part of your experience that was unexpected or that you especially appreciated? the check at the end Almost killed me with a Heart attack

What was your overall feeling about your experience with Breyer Law Offices? overwhelmed they are the answer to my prayer

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 don't remember my memory was erased

CHECKS

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? _____

go talk to Brian, mark or alexis
they do this for a living and know
exactly what to do and when to do it