

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? Great reviews, Great testimonials

Was the staff courteous and professional? Always Were your calls and E-mails responded to timely? Always 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? I didn't want to carry the image of just doing a "cash grab" because of the situation I was put into.

Was your case result in-line with your expectations? Yes. If not, please explain: I was a victim in a car accident prior, and this ~~situation~~ process was very similar.

What part(s) of the process do you feel Breyer Law Offices handled well? Organization of documents/services history.

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

Delba Ortiz, She is responsive to every email and call, and there is no question she will get done what she says she will, every time. Just awesome.
In what areas do you feel Breyer law Offices provided you outstanding service/representation? Every question was addressed, every process explained. I never got the feeling that my case wasn't getting everyone's full attention.

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? one MILLION DOLLARS!! Seriously though, I can't think of anything that isn't already outstanding.

If you were running our law firm, what improvements would you make in our service and representation of clients? Nothing. You just don't mess with perfection.

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.

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? Best - not having to deal with majority of legal stuff during recovery was priceless.

Was there some part of your experience that was unexpected or that you especially appreciated? Delba personally picked up medical records when I was ~~was~~ unable to bring them myself.

What was your overall feeling about your experience with Breyer Law Offices? I'm very happy that I chose a firm that didn't create additional stress during an already overwhelming time.

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 was cut off by an SUV while on my motorcycle. This resulted in my bike going down, and me breaking my ~~leg~~ knee. I was hesitant to seek legal representation at all, but I realized that in my situation, it wasn't really even an option. From my first interaction to my last, dealing with everyone at Breyer Law has greatly exceeded my expectations.

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? "You don't just go around altering tables in a SQL database if you aren't a DBA, so why would you try to handle law stuff when you aren't a lawyer? Don't be dumb."

Signature: _____

