

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!

How did you become aware of Breyer Law Offices? Through an online search and radio advertisement.

Why did you choose Breyer Law Offices? I saw positive reviews online and they seemed to have dealt with many cases similar to mine.

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? _____

They kept me informed throughout the entire process and occasionally checked in with me to see how I was doing.

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

Beau Citron for thoroughly explaining the whole process to me and keeping me informed. Katie for also keeping me up to date, forwarding documents and answering any questions I had.

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

Communication and getting the highest possible settlement given the situation.

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? None

If you were running our law firm, what improvements would you make in our service and representation of clients? None

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? Yes

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

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? The best part was the outcome to my case. Overall, I am very satisfied with the result.

Was there some part of your experience that was unexpected or that you especially appreciated? Nothing unexpected. I was informed on how long my case could usually take from start to finish.

What was your overall feeling about your experience with Breyer Law Offices? My overall feeling was that I felt confident knowing the law office would do what it could to make sure I was satisfied with the outcome.

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 involved in a hit and run collision when I hit another vehicle who ran a stop sign and the driver then fled the scene. My vehicle was totaled and my injuries included a fractured tibia along with scrapes and bruises to my knees, head and ribs. I knew I needed the help of experienced professionals in dealing with the other driver's insurance company. From the first call to the end result of a settlement, the entire process went relatively smooth. The staff was very friendly, knowledgeable and professional. I would highly recommend them to friends and family.

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? To give Breyer Law a call. They are very friendly and professional. They will answer any questions you may have. It cost nothing unless they take on your case and only if a settlement is won.