

## 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? Breyer Law Offices (BLO) came highly recommended by my brother

He researched the firm and found that it has a good track record with the Better Business Bureau (BBB) as well as good reviews online.

Was the staff courteous and professional? Yes. Very much so. 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. I am aware that insurance companies are renowned for not taking care of accident victims and I did not hesitate to seek representation.

Was your case result in-line with your expectations? No If not, please explain: I did not know what to expect as a first time client, but the BLO team far exceeded any of my expectations.

What part(s) of the process do you feel Breyer Law Offices handled well? The settlement was far more than I had expected.

What members of Breyer Law Offices did you most appreciate and what impressed you most? Halla had impressed me the most, because she was prompt at keeping me up to date with the case as it progressed. She consistently kept me apprised with any material required on my end and meetings to be scheduled. I believe that her roll makes this process run like a well-oiled machine.

In what areas do you feel Breyer law Offices provided you outstanding service/representation? \_\_\_\_\_  
The aforementioned details of organizing the day to day progression of the case and settlement

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? I cannot think of anything to improve. BLO has taken good care of me as a client

If you were running our law firm, what improvements would you make in our service and representation of clients? None. The BLO team performed admirably and it is not my personal policy to 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? 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: 10  
Customer service/How you were treated 10  
Response time to your questions 10

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

What was the best part/worse part of your experience with Breyer Law Offices? The Best part was how well the process was kept organized

Was there some part of your experience that was unexpected or that you especially appreciated? The phone conference to inform me of my settlement

What was your overall feeling about your experience with Breyer Law Offices? My overall feeling was a positive one.

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 accidently cut off by a new driver and perhaps crippled for life. I felt overwhelmed at the prospect of representing myself in legal matters. I was immediately set at ease from my first conference. I was continuously kept in the loop on all matters and treated well by the BLO team.

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 tell them of my experience and assure them that they will be well represented.

Signature: 