

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!

Why did you choose Breyer Law Offices? REFERRED BY: CVMA (COMBAT VETERANS MOTORCYCLE ASSOCIATION).

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: N/A

Were you hesitant to hire an attorney and, if so, why? YES, I WAS AFRAID THAT I WOULD BE TAKEN ADVANTAGE OF.

Was your case result in-line with your expectations? NO If not, please explain: THE CASE RESULT EXCEEDED OUR EXPECTATIONS!!!

What part(s) of the process do you feel Breyer Law Offices handled well? THERE WAS NOT ONE PART I DID NOT FEEL BREYER LAW HANDLED WELL.

What members of Breyer Law Offices did you most appreciate and what impressed you most? DEBRA!! DEBRA WAS GREAT! SHE ALWAYS KEPT ME INFORMED - AND SHE ALWAYS MADE SURE TO ASK HOW WE WERE DOING. LOVED HER!

In what areas do you feel Breyer law Offices provided you outstanding service/representation? IN ALL AREAS! BREYER LAW WENT ABOVE AND BEYOND ANYTHING I COULD HAVE EVER ASKED FOR!

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? I CANNOT SAY I WOULD MAKE ANY IMPROVEMENTS. IT TAKES AN ARMY TO RUN A BUSINESS, AND SOMETIMES THAT ARMY IS UNORGANIZED OR UNPROFESSIONAL. THE TEAM AT BREYER LAW WAS EXCEPTIONAL! - IN EVERY ASPECT OF THE WORD.

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? 1
WAS NOT, BUT I AM NOW!

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>20</u>

What was the best part/worse part of your experience with Breyer Law Offices? NO WORST...
BEST WAS FEELING THAT YOU ALL GENUINELY CARED ABOUT US AND OUR SITUATION. THAT IS SO RARE.

Was there some part of your experience that was unexpected or that you especially appreciated? THE LETTER TO TRICARE AND LOWERING OF THE ATTORNEY FEES. I AM STILL WITHOUT WORDS! WHAT AN INCREDIBLE BLESSING!

What was your overall feeling about your experience with Breyer Law Offices? I WAS BLOWN AWAY BY EVERY ASPECT OF THIS EXPERIENCE.

Can we use your statement and/or comments and or video for promotional purposes? ABSOLUTELY!

Please tell us, in your own words, about your accident (how did it happen, etc.) and your experience with our office? ON 26 AUGUST 2016, I WAS RIDING HOME FROM WORK WHEN I WAS INVOLVED IN A HEAD ON COLLISION. I WAS ON A MOTORCYCLE AND WAS STRUCK BY AN UNINSURED DRIVER MAKING A LEFT HAND TURN. I SPENT ALMOST THREE MONTHS IN THE HOSPITAL WITH EXTENSIVE INJURIES - INCLUDING A HUMERUS FRACTURE, TIB/FIB FRACTURE...

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? _____

1/2 VERTEBRAE FRACTURE, PELVIS FRACTURE, LACERATIONS AND BURNS, AND A TRAUMATIC BRAIN INJURY. I WAS UNABLE TO WALK FOR THREE MONTHS AND SUSTAINED NERVE DAMAGE AS A RESULT OF THE HUMERUS FRACTURE. MY WIFE MADE THE DECISION TO CONTACT BREYER LAW. SHE WAS WORKING FULL TIME, TAKING CARE OF THREE DOGS, IN THE PROCESS OF BUYING OUR FIRST HOME AND COMING TO THE HOSPITAL TO CARE FOR AND SUPPORT ME. THE COMBAT VETERANS MOTORCYCLE ASSOCIATION BELIEVED HIRING A LAWYER WOULD HELP "LIGHTEN THE LOAD." DID IT EVER! BREYER LAW HANDLED EVERYTHING WITH NOT ONLY THE MOTOR INSURANCE POLICIES, THEY WENT ABOVE AND BEYOND AND WROTE A LETTER TO OUR HEALTH INSURANCE COMPANY REQUESTING THEY REMOVE THEIR LIEN. BY THE GRACE OF GOD, THEY DID!! IT HAS BEEN ALMOST 9 MONTHS SINCE THE ACCIDENT, AND WE ARE MONTHS AWAY FROM BEING ABLE TO CLOSE THAT CHAPTER OF OUR LIVES FOREVER, NONE OF IT WOULD HAVE BEEN POSSIBLE WITHOUT THE SUPPORT AND KINDNESS FROM BREYER LAW AND THEIR STAFF. WHAT AN AMAZING FIRM!

HIRING A LAWYER IS SCARY! I WAS TERRIFIED BUT I AM SO GLAD WE DID. NO ONE COULD BE PREPARED FOR THE TIME AND WORK IT TAKES GOING THROUGH SOMETHING LIKE AN ACCIDENT. ALL THE DOCUMENTS AND UNDERSTANDING OF LAWS. ALL I KNOW, IS YOU DON'T HAVE TO DO IT ALONE. I NEVER IN A MILLION YEARS THOUGHT I'D BE VOLUNTEERING FOR A LAW FIRM, BUT I'M DOING IT! BREYER LAW IS AMAZING! NOT ONLY DO THEY LISTEN, KEEP YOU INFORMED AND EXPLAIN SO YOU UNDERSTAND, I TRULY BELIEVE THEY CARE!