

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? Just found on the Internet

Was the staff courteous and professional? Very Were your calls and E-mails responded to timely? Indeed 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? New to me

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? Communication

What members of Breyer Law Offices did you most appreciate and what impressed you most? Delta was very empathetic - efficient and very understanding

In what areas do you feel Breyer law Offices provided you outstanding service/representation? The whole claim process

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 dont know - maybe nothing -

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? _____

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> <i>Excellent!</i>	Quality of representation:	<u>10</u>
Response time to your questions	<u>10</u> <i>very good!</i>	Expectations met:	<u>10</u>

What was the best part/worse part of your experience with Breyer Law Offices? _____

Just reiterating my son's accident.

Was there some part of your experience that was unexpected or that you especially appreciated? _____

The email service / phone contact.

What was your overall feeling about your experience with Breyer Law Offices? _____

Appreciated and valued.

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? _____

Breyer's law team were very understanding and knew that I was copying w/ grief; but, as a result, they provided excellent efficient services.

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 will get excellent service w/ Breyer Law Offices