

## CLIENT SURVEY

Thank you for taking a few minutes to complete this survey. The information you provide will help us provide better service to you and our other clients.

Please circle the number that most clearly fits your opinion with (1) being "very satisfied" and (5) "very unsatisfied". Your comments are also appreciated. Please feel free to attach additional pages.

- How satisfied were you with the turnaround time on the work we performed for you?

(1) 2 3 4 5

Comments: At times I felt like I was <sup>your</sup> the only client in order to expect the response I got.

- How satisfied were you with the amount of attention your matter was given?

(1) 2 3 4 5

Comments: I felt 'special'.

- How satisfied were you with the timeliness in responding to your calls or letters?

(1) 2 3 4 5

Comments: Very prompt and efficient.

- How satisfied were you that we were available on short notice?

(1) 2 3 4 5

Comments: Including a home phone number if we were working on critical deadlines.

- How satisfied were you that we listened to your concerns?

(1) 2 3 4 5

Comments: You also heard what I said!

- How satisfied were you that we understood your goals?

(1) 2 3 4 5

Comments: The objectives we agreed were far exceeded in expectations.

•How satisfied were you that your matter was appropriately staffed with respect to the work performed by Tony and the work performed by Donna?

① 2 3 4 5

Comments: There wasn't an army working on this?

•How satisfied were you that our written communications were clear and concise?

① 2 3 4 5

Comments: This helped us work very expeditiously.

•How satisfied were you with the amount of information provided on our billing statement?

① 2 3 4 5

Comments: The detail was great and always on time.

•How satisfied were you with our responsiveness to any billing comments that you made?

① 2 3 4 5

Comments: Everything was OK - no mistakes!

•How satisfied were you that we were cost-conscious in handling your work?

① 2 3 4 5

Comments:

•How satisfied were you with the amount of your legal fees and costs given the quality of the service we provided?

① 2 3 4 5

Comments: Worth every penny paid and I would do it again in a heartbeat!

•How satisfied were you with the ability of this office to meet your legal needs?

① 2 3 4 5

Comments: This team is the best!

•Please tell us any suggestions that you may have to improve our ability to serve you.

Other than anticipate my questions and needs, I can think of nothing!

•Please tell us about any instances of anyone from our office not relating well to you and your staff.

NONE - You're great!

•Would you recommend us to others? Yes  No   
If not, why not?

GLADLY and enthusiastically!

•If we may use you as a reference, please indicate your name and telephone number. We will always notify you before giving out your name.

Philip