

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:

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

1 2 3 4 5

Comments:

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

1 2 3 4 5

Comments:

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

1 2 3 4 5

Comments:

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

1 2 3 4 5

Comments:

•How satisfied were you that we understood your goals?

1 2 3 4 5

Comments:

•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:

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

1 2 3 4 5

Comments:

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

1 2 3 4 5

Comments:

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

1 2 3 4 5

Comments:

•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:

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

1 2 3 4 5

Comments:

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

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

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

●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.

David