

Client Satisfaction Review

Your thoughts about our service are important to us. Any feedback about specific things that we could do to improve our client experience would be greatly appreciated.

1. On a scale of 0 to 10, how likely would you be to recommend us to friends and family?

(circle a number) 0 1 2 3 4 5 6 7 8 9 10

2. How would you rate our service using the following factors?

<u>Trustworthy:</u>	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Responsive:</u>	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Knowledgeable:</u>	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Informative:</u>	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor
<u>Overall Rating:</u>	<input checked="" type="checkbox"/>	Excellent	___	Good	___	Average	___	Fair	___	Poor

3. What did you like best about our service?

The customer
Service was outstanding, Keith has an incredible
knowledge base that really helped us understand
and navigate the process following an auto accident.

4. If you were to speak with someone who was thinking about hiring us, what would you say to them?

I would say that Keith
Magness' law office is run with a high level of
integrity, relevant & useful information to help build clients'
knowledge of the step by step process of their claim,
including interpretation of LA laws & insurance companies
practices.

5. Why did you decide to hire us in the first place? I was searching for an attorney that was knowledgeable and practiced integrity.

I landed on a site that featured Keith discussing in detail the "What", "How," & "Why" following an accident. The piece Keith authored answered a lot of outstanding questions I had. I was compelled by his willingness to educate the public

6. What was the biggest obstacle or concern you had BEFORE hiring us. Dealing with a money-hungry, dishonest attorney/firm

about ~~some~~ information many of us don't know.

7. How many other lawyers have you worked with in the past?
 None, 1-2, 3-5, 6-10, more than 10

8. Please tell us what specific things, if any, we could do to change or improve our service to create a better experience for you? Wouldn't advise anything. Excellent customer service

9. What words or phrases would you Google to find a law firm like ours?
Experienced, knowledge-based, integrity, what to do following an auto accident?

10. On a scale of 0 to 10, with 0 being not important at all, and 10 being very important, how important was our contingency fee model of 30% and 37% as compared to the "market rate" of 33%-40% in your decision to hire our firm?

(circle a number) 0 1 2 3 4 5 6 7 8 9 10

11. May we share your comments with the public for promotional purposes?

YES! No

12. If yes, please select a preference:

Show Full Name Show First Name Only Post Comments Anonymously

(Signature Please) Dana Christian (Date) 6/20/17

(Print Name) Dana Christian

THANK YOU for your client satisfaction survey!

Please return this by hand delivery or mail to
901 Derbigny Street, Gretna, Louisiana 70053,
by fax to **504-264-5580**, or by email to **klm@magnesslaw.com**

We greatly appreciate your input and time.