

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?

Trustworthy:	<u> / </u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Responsive:	<u> / </u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Knowledgeable:	<u> / </u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Informative:	<u> / </u>	Excellent	___	Good	___	Average	___	Fair	___	Poor
Overall Rating:	<u> / </u>	Excellent	___	Good	___	Average	___	Fair	___	Poor

3. What did you like best about our service?

you were straight forward and always responded to me quickly

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

They will get the job done and keep you up to date

5. Why did you decide to hire us in the first place? best rate good
reviews

6. What was the biggest obstacle or concern you had **BEFORE** hiring us. None

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? None

9. What words or phrases would you Google to find a law firm like ours?
best accident attorney in my area

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 25%, 30%, 35% 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)

[Redacted Signature]

(Date) 11-29-16

(Print Name)

[Redacted Print Name]

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.