

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: Excellent Good Average Fair Poor

Responsive: Excellent Good Average Fair Poor

Knowledgeable: Excellent Good Average Fair Poor

Informative: Excellent Good Average Fair Poor

Overall Rating: Excellent Good Average Fair Poor

3. What did you like best about our service?

Well I like that yall keep up with the client's and are very Excellent in the job

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

I well say they are very good to help u get what u need Back.

5. Why did you decide to hire us in the first place? I call and
spad yell but I am very happy I
did.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. looking
for the right lawyer

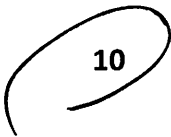
7. How many other lawyers have you worked with in the past?
_____ None, 1-2, _____ 3-5, _____ 6-10, _____ more than 10

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? you guys
are excellent keep up the good work

9. What words or phrases would you Google to find a law firm like ours?
the best that can get u the
right money

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) [Handwritten Signature] (Date) 9/22/2016

(Print Name) Tiffany

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.