

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

3. What did you like best about our service?

kept in touch
constantly, and responded to emails and phone
calls immediately.

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

They are fair, reasonable in
price, and concerned about their clients

5. Why did you decide to hire us in the first place? Found you on
google and was satisfied with the meet and greet.

6. What was the biggest obstacle or concern you had *BEFORE* hiring us. who
to hire.

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? N/A

9. What words or phrases would you Google to find a law firm like ours?
Local lawyers in Gretna for car accidents.

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
cons

(Signature Please) Charmaire Smith (Date) 08/18/16

(Print Name) Charmaire Smith

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.


Your
welcome
and thank
you for
the great
service.
C. Smith